

# ASHWINI NARAYANA

## Senior Data Analyst

### CONTACT

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### EDUCATION

Bachelors of Commerce from Bangalore  
University (2012)

### Strengths

Flexibility.

Highly organized with ability to multi-task

Team Player

Quick Learner

### TECHNICAL SKILLS

Advanced excel

Power BI (basic)

SQL(Basic)

### SUMMARY

Seasoned expert with a proven track record of 9 years, specializing in Billing Operations Management, Utilities and Energy Bills Management, MIS Team leadership, and Order Management.

### WORKING EXPERIENCE

#### Senior Data Analyst – Proziol Analytics Private Ltd

*Sep 2020 – Present*

##### Missing Bills and Bill gaps Management

- **Handling Mail Queries:** Managing a variety of queries including Billing Enquiries, tender-related matters (tariffs), and queries from the Ops team.
- **Bill Management Expertise:** Proficiently handling historical and missing bills, ensuring effective communication and follow-up with retailers and third parties.
- **Expert Ageing Analysis:** Utilizing tools/platforms to conduct thorough ageing analysis, swiftly resolving any invoicing issues, and diligently following up on retailer and LOA-related inquiries.
- **Adaptable Internal Support:** Providing crucial assistance to internal teams for ad-hoc tasks, including meticulous scrutiny of portal bills and the responsible clearance of unsupported bills.
- **Jira Ticket Management:** Proficiently raising Jira tickets and resolving issues, along with efficiently handling failed emails in AWS for AU, UK, and Cushman US, rectifying domain errors.

##### BAU Activity of Global Billing Operations OPS

- **Exemplifying Subject Matter Expertise:** Playing a pivotal role within the team by overseeing all aspects of invoice payments and addressing reporting-related challenges.
- **Knowledge Gap Bridging:** Providing valuable assistance to the team through training and knowledge sharing, effectively addressing any gaps.
- **Precise Reporting and Tracker Maintenance:** Spearheading reporting tasks, consistently updating trackers in a timely manner to ensure accurate records.
- **Engaging with Clients and Stakeholders:** Maintaining proactive communication with clients and stakeholders on a regular basis to ensure alignment and collaborations.

#### Process Specialist in MIS Team – Infosys BPO Private Limited

*Apr 2017 – Apr 2019*

- **Code Development:** Crafting and expanding codes while meticulously validating accompanying documentation.
- **Comprehensive Invoicing Mgt:** Orchestrating end-to-end invoicing processes, which entails crafting billing summaries through seamless collaboration with operations managers and COH.
- **BE Formulation and Review:** Strategically formulating and routinely reviewing Business Expenses (BE), collaborating with Managers and COH to ensure accuracy and promptly reporting changes to the Financial Analysis (FA) team.
- **Strategic Buffer Analysis:** Conducting insightful buffer analysis to empower managers with data-driven insights for informed talent planning decisions, including the initiation of resource backfill by raising indents.

## Rewards & Recognitions

- Expert certificate in Sales and fulfillment T 100.
- Milestone 3.0 Training
- I star award for stellar performance and Extra miler awards
- Star performer of the quarter & 4 times Monthly top performer awarded in Prozioid analytics

## LANGUAGES

English, Kannada, Hindi and Telugu

### Senior Process Executive in Order Mgt Team – Infosys BPO Private Limited

*Jan 2015 – Mar 2017*

- In the role of Management Associate, engage with suppliers and collaborate closely with the Product Manager to oversee debits and facilitate sample requests for customer delivery.
- Skilfully negotiate with suppliers to secure optimal pricing, while adeptly managing escalations and promptly resolving inquiries.
- Proficiently compile necessary documentation for process setup, provide training, and facilitate the seamless transfer of knowledge to new team members within the process.
- Thoroughly analyse client reports and internal data for insightful reporting and provide valuable process analysis to drive improvements.

### Accounts Trainee - Katra Pyto-chem India Private Limited

*Jun 2014 – Dec 2014*

- Conducting daily monitoring and accurate booking of bank statements.
- Architecting a robust process for the validation and posting of transactions into bank accounts, ensuring seamless bank statement reconciliation.
- Expertly reconciling bank accounts with the general ledger to maintain financial accuracy.
- Promptly and precisely preparing and submitting comprehensive reports.
- Thoroughly resolving suspense transactions, enhancing data integrity and financial clarity.

### Customer Service Executive cum Cashier - Muthoot Fincorp Private Limited

*Jun 2013 – Apr 2014*

- Persistently follow up on customer queries, ensuring timely and effective resolutions.
- Methodically maintain monthly income statements and cash books to uphold accurate financial records.
- Precisely update customer data in the system, ensuring data integrity and accessibility.
- Thoroughly validate and meticulously maintain KYC details in compliance with regulatory requirements.
- Diligently collect monthly interest payments from customers, ensuring consistent revenue flow.
- Create receipts and meticulously update the customer ledger for transparent and up-to-date financial tracking.

### Declaration

I affirm that the information provided above is true to the best of my knowledge and belief.

**Ashwini Narayana**