

CV

Divya Prakash

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Work

Experience:

- Genpact- 11 yrs of exp. from 12 May 2008 to 03 July 2022

Professional

Skills:

- Expertise working on Oracle, Portal Billing
- Vendor/Client Management
- Regulatory Compliance
- Result & detail Oriented
- Interpersonal and Social skills
- Effective Communication Skills
- Expert In Delegating Tasks

Key

Strength:

- Invoices/ Payment Transactions Vendor/Client Management
- Auditing
- Working knowledge on platforms, such as Oracle (Enterprise One), JDE & Savvion (Workflow application) tools
- Experience on reports-to-results
- Tenured working in Accounts Payables segment
- LEAN TRAINING & SIX SIGMA (pursuing)

Achievements:

- Received Silver award for quality Auditing in November 2014
- Received Bronze award for best performer in March 2013
- Received Bronze award for top performer in 2012 and 2011
- Been rewarded top performer in the year 2009
- Have rewarded BRONZE & SILVER Awards for 2008

Education:

- B.com (Computers) from Vandana Degree College, Osmania University in 2006
- Intermediate from L R M G Juniors College, Board of Intermediate in 2003
- SSC from Shastry High School in 2001

Languages Known:

English, Hindi, Telugu and Tamil

I am highly energetic and experienced in driving Business growth through strategic thinking, analytical approach towards problem solving and persuasion skills. Specialized in delivering innovative solutions for the Invoicing Team under ITC (Invoice to Cash).

- Process Associate: May 2008 to Oct 2009 (**GEMI process**)
- Process Developer: Nov 2009 to Sep 2015(**GSK Client**)
- Process Developer: July 2017 to July 2022(**HSBC Client**)

Key responsibilities:

- Experience in coordinating and facilitating aged invoices report dump in A/P segment and assured cleared queue within its provided SLAs.
- Rectify A/P's escalations and ensure resolutions within TAT to clients.
- Verify transaction details, including funds availability and balance sheet.
- Quality cross-check ensured post invoice processing on Oracle/ JDE tools.
- Coding tax fee for invoices as and when required.
- Hands-on experience in ensuring that business operate fairly and ethically, adhering to company's audit policy and procedures.

Additional POC activities:

- Allocation of Vendor Accounts & daily deliverables to team.
- Ensure R2R dashboard is presented to DR manager and respective clients on weekly business meets.
- Experience as SPOC to ensure Feedback & Recognition sessions are in place to boost efficiency & reduce rejections.
- Hands-on experience in every mode of Invoicing methods (such as manual, customized, portal Invoicing) and hold high record of setting new benchmarks with accuracy.
- Tenured in facilitating sessions such as new-hire training on the PO & Non-PO Invoice processing modules.
- Monitor and mentoring of new hires productivity to bring them up the learning curve & share best practices to improve their productivity and assess their performance and cascade the result to business leaders on a weekly review.
- Expertise in working on GOA Audit tool.
- Closely working with management on process optimization as and when required.
- Worked on developing and upgrading the SOPs of each business modules as and when required. Published the same within team and to stakeholders, post management's review.
- Assisting management in developing effective ways to bring down all delinquent accounts to current.