

Mariya Michael

Finance and Accounting Management

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Highly analytical professional with acute financial and business acumen coupled with 10+ years of experience in finance and accounting transitions, continuous process improvement, and operations management.

Qualifications Summary

Skilled in creating, analysing, and maintaining accurate financial records, AP/AR, expense reports, vendor invoices, and reimbursements. Proven expertise in developing, reconciling, and managing ledgers, budgets, balance sheets, and financial statements. Value-added skills in data collection/analyses, intelligence monitoring, trends identification, and actionable insights development to support informed decision-making. Highly regarded for driving business results by supporting financial planning, analysis, and forecasting. Adept at maintaining accounts, conducting budget analysis, and assisting with financial audits by staying abreast of emerging accounting policies/procedures. Instrumental in reviewing overall finance and accounting activities within organisations to uncover variances and recommend continuous improvement initiatives.

Areas of Expertise

- Accounts Payable & Receivable
- Debt Collection & Payment Posting
- Account Reconciliations
- Informed Decision-Making
- Financial Planning & Analysis
- Standard Operating Procedures
- Project Governance/Management
- Continuous Process Improvement
- Outstanding Customer Service

Technical Proficiencies

SAP-(ECC06) | Sales Force Doc Com (SFDC) | Citrix | BPCS- Business Planning and Control System | TSYS & TANDEM EPR

Career Experience

Verizon Data Services India Pvt Ltd. – Bangalore, KA
Finance Analyst

2018 – Present

Support strategic planning and informed decision-making by conducting variance analysis and preparing/presenting impactful decks for Governance calls and Leadership meetings. and presenting findings to management. Serve as a bridge between customer and service team and provide suggestions to resolve issues. Streamline reporting processes by liaising with financial managers. Mitigate debt balances and resolve customer concerns by directly collaborating with internal stakeholders.

- Reduced outstanding debts and defended revenue by actively resolving and finalising invoice issues.
- Ensured smooth transitions and client satisfaction by managing Transfer of Service Agreement (TOSA) projects serving as a Lite Project Manager for the COE-APAC Global Team.
- Improved workflow efficiency by providing valuable insights during User Acceptance Testing (UAT) for an AI workflow tool and subsequently training team members on meticulous implementation.
- Enhanced financial health indicator of a client by reducing agreement transfer issues from 150 to less than 50.
- Boosted overall efficiency in customer finance and revenue management by executing process flow improvements.

DXC – Bangalore, KA
Senior Finance Associate

2017 – 2018

Ensured timely resolution of issues and maintained financial stability through effective credit hold management. Assisted in key financial planning and decision-making processes by preparing impactful presentations and reports, including Quality and SLA decks for management. Administered financial data and assured information, accuracy, integrity, and compliance. Streamlined operations by evaluating areas of improvement, providing critical feedback, and executing action plans.

- Achieved higher customer satisfaction metrics by effectively navigating internal resources and implementing client solutions, such as computer systems, online resources, and business partner relationships.
- Improved SLA adherence and strengthened client relationships by managing monthly client calls.
- Drove overall team success by providing feedback to team members and aligning targets with organisational goals.
- Optimised receivables process by reviewing aged debtor reports and allocating disputes based on portfolio analysis.
- Improved invoicing efficiency by promptly submitting trade invoices in response to customer service team requests that ultimately accelerated revenue realisation.
- Contributed to quarterly and annual audits and facilitated enhancements and cost-reduction initiatives.
- Promoted to Team Lead within 5 years and demonstrated leadership skills, whilst manage a 6-member team.

Administered accounts payable, credit, and order release activities. Oversaw credit management and timely resolved credit issues with accuracy. Processed vendor invoice payments based on approval from confirmers and approvers. Issued credit and debit memos to IC customers using SAP ERP, including trade and non-trade transactions. Provided credit and debit memos to third-party customers based on requests from customer service team, involving pricing, quantities, and discount differences using BPCS and PRMS ERP. Co-ordinated processing of rebate credits and debits based on requests.

- Enhanced AP/AR processes, maintained current accounts, and ensured timely payment of liabilities.
- Led indexing and processing of vendor invoices, including Three-way, Two-way Process, and Non-PO transactions.
- Achieved significant monetary benefits for company by contributing to Global Process Optimisation (AR).
- Sustained End-to-End Master Data Management for clients, involving over 100K data points, and collaborated with IT for seamless closure of month-end and year-end processes.

Customer Service Subject Matter Expert (2015 – 2016)

Translated business requirements into technical documents and solutions, prepared Standard Operating Procedures (SOPs) for operational consistency, and delivered expertise in data migration. Submitted user acceptance tests post-migration and provided final outputs and suggestions to the global SAP team. Set Collection targets based on client expectations, monitored progress, and executed strategic action plans. Conducted weekly calls with clients to discuss and improve processes. Researched and provided accurate information to resolve inquiries and assistance requests.

- Championed global process optimisation project and administered SAP implementation in the ANZ region.
- Streamlined operations and enhanced overall efficiency by conducting business process mapping.
- Enhanced client satisfaction by promptly and courteously addressing concerns and complaints.
- Met productivity and quality KPI targets, whilst delivering excellent customer experiences.
- Reduced time consumption by implementing Kaizens, identifying gaps, and improving processes.

HP – Bangalore, KA

2012 – 2015

Senior Process Executive (2014 – 2015)

Prepared quarterly audit files for clients, whilst ensuring compliance and transparency. Processed access requests to S&N (E-forms and IDMS) tool for AP Processor, Confirmer, and Approver across regions (EMEA, North America, ASIAN, and ANZ). Maintained QC files and provided audit details to the audit team for comprehensive oversight.

- Optimised accounts payable and accounts receivable processes by closely collaborating with finance personnel.
- Drove process improvements and resolved issues by liaising with end users, Finance controllers, and IT teams.
- Ensured accuracy and completeness of system information and promptly addressed missing data.
- Increased efficiency of services for customers by recommending and implementing procedural changes.
- Received HPE BPO Hero's Award, a prestigious honour for outstanding contributions across multiple deals for HP.

Process Associate (2012 – 2014)

Executed cash applications by accurately posting payments against GL received via check, lockbox, ACH, and Wires. Managed allocation of Netting payments for precise financial tracking. Submitted IC balances to portal and resolved queries within defined Turnaround Time (TAT). Provided comprehensive insights through by drafting reports, including daily operations, quality status, GMB status, AR DSO matrix, and daily allocation reports.

- Increased collections on past due accounts by implementing follow-up strategies and securing promises to pay.
- Enhanced dispute resolution efficiency by identifying and tagging disputed invoices.
- Streamlined processes by monitoring and addressing Unapplied/Unidentified (UA/UI) items.
- Maintained accurate financial records through meticulous and timely reconciliations.
- Devised and revamped operational processes and Standard Operating Procedures (SOPs).

Education

Bachelor of Business Management, 2011 | AIMS (Bangalore University) – Bangalore, India

Certifications

- Business Analytics with Excel (Certificate Code: 285266)
- ITIL Foundation 4 Certification (Certificate Code: GR671075977MA)
- Project Management Professional (PMP) Basics (Certification Code: 3687211)

Awards & Recognitions

- Spotlight Award, 2021
- Customer Excellence Award, 2020
- Performance Excellence (Spotlight) Award, 2019

- Special Award from Clients, 2015
- HPE BPS Hero's Award, 2015
- Star Performer Award, 2014
- Outstanding Achievement Award, 2013

Activities

- On-site & Remote Transition – Australia
- Travelled Onshore Part of Global Process Optimisation Project (Super User-SAP Implementation)
- Implemented 9 Kaizens as a part of process improvement and eliminated the idle time involved in the process