

CURRICULUM VITAE

C.M.DIMPLE

B.Com Graduate

**Valid Passport
(Had US Visa (10 Yrs.
Valid))**

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OBJECTIVE

Finance & Accountant offering 14+ years of experience in various fields of Accounts Payable and Payments & Special Desk. Like to innovate things for process improvements and to pull out result through team work and encourage & offer a helping hand in solving issues. Person who looks for additional responsibilities which in turn enables to learn new activities and fulfill new responsibilities assigned and give the best.

WORK EXPERIENCE – Company 1

COMPANY : **IBM INDIA & IBM DAKSH**
EXPERIENCE : 7 Years (24/May/2004 to 28/Apr/2011)
ROLE : Lead – F & A (3.3yrs)

Job Description :

1. Invoice Processor & Quality Analyst
2. Payment Processor
3. Monitoring & Reporting Role

- Daily Metric Report related to SLA's, TAT, Quality and Volumes
- Weekly Metric report - Shared with the client.
- Monthly report - Shared with the client.
- Daily TVC report - Analyze the efficiency and utilization of team members.
- Production planning.
- Daily Client calls – Process issues and updating
- Leaves and attendance- Monthly tracker and planning of backups.
- Monthly One on Ones – PBC & Stack Discussions (UNI)
- R&R nominations.
- ILC Clocking
- Hygiene Factors reporting
- New joiner training plan.
- Process improvements
- Fun activities – to increase the morale of the employees.

COMPUTER SKILLS

Experience in **MS Office & ERP systems – SAP, People Soft and Great Plains**

RECOGNITIONS

Recognized for **Retention Bonus** from the **CLIENT** for good continued performance

Recognized as **TOP TALENT** for the year **2007 & 2008** for the consistence performance

Recognized for **TRANSITION :**

2006 –PAYMENT PROCESS Tulsa , USA (Unilever NA)

2008 – MERGING PROJECT – Trumbull & Englewood Cliffs – USA (Unilever NA)

2009 – Transitioning of NEW process – Roanoke – USA (Advance Auto Products)

Brought new Client and had successful GO LIVE and was even appreciated by the Client to bring the process in Stable condition with in short span of time.

REWARDS AND APPRECIATION

“Thank You “award

“STAR “award

“TEAM “award for continues successes in Specials and Payment Desk

“ACHIEVEMENT AWARD” received by the client for a successful completion of merging sub-process

Appreciation Emails for serving the clients with accurate details and resolving their issues and was also said, to be “comfortable person” to work with and who would understand what is required without much explanation “ and was also called as re-freshing person and helpful ,by the peers on the floor.

“OVATION AWARD” received for the successful stability of a transitioned process

Internally awarded for monitoring the team and having the activities completed on time

PROJECTS & PROCESS INITIATIVES

Yellow Belt process related projects

Process Initiatives related to process and applications which have been discussed and are been implemented **which results in reduction of Time and increase productivity**

WORK EXPERIENCE – Company 2

COMPANY : **TESCO Hindustan Service Centre**

EXPERIENCE : 5+ months (09/May/2011 to 14/Oct/2011)

ROLE : Team Leader – F & A _Treasury

Job Description :

1. Daily Metric Report related to SLA's,TAT, Quality and Volumes
2. Weekly & Monthly Metric report - Shared with In-country(Czech Republic)
3. Analyze the efficiency and utilization of team members.
4. Production planning.
5. Arrangements of NET-MEETINGS if required
6. Daily in-country calls – Process issues and updating
7. Leaves and attendance- Monthly tracker and planning of backups.
8. ILC Clocking
9. Hygiene Factors reporting
10. New joiner training plan.
11. Process improvements
12. Fun activities – to increase the morale of the employees.

(Transitioned and downloaded the below activities)

- Downloading of Bank statements
- Uploading of Bank Statements
- Quality Analyst
- Payroll Activity-reconciliation of in-country employees payroll
- Bank Reconciliation of statements
- Vendor Set-up

TRANSITION :

Traveled to Czech Republic – Europe

WORK EXPERIENCE – Company 3

COMPANY : **Volvo Private India Limited**
EXPERIENCE : 4.10 yrs (19/Jun/2014 to 27/Sep/2019)
ROLE : Process Lead – F & A _Payment Processor

Job Description :

➤ **Supplier payments :**

- Preparing automatic payment proposals of different types - SEPA/Domestic/Foreign for 72 Volvo BU's across globe
- Creating urgent/express Payment, manual payments
- Analyzing if any payment rejections and unpaid payment orders.
- Payment terms, Currency conversion & Manual clearing to supplier payments.
- Interacting with Master Parma, Cash & Bank, Suppliers/Plant/Buyer, Invoicing and coding teams to resolve issues.
- Handling internal and supplier payment queries.
- Handling all payment related adhoc requests from supplier, business partner, internal and solving the issues immediately to have customer satisfaction

➤ **Debit Balance :**

- Generating monthly debit balance reports for 25 Volvo BU's across globe
- Investigation, sending demand letters/calling to suppliers
- Recovering the amount from supplier that is due to Volvo which in turn increases the working capital
- Interacting with buyers for decision/collection agency
- If required raising cases on the suppliers in agreement with the decision/collection agency

➤ **Incoming / Refund payment process:**

- Analyzing reason for the incoming payments
- Investigating return payments from the bank
- Contacting supplier or registration team in the process of analyzing
- Posting the right entry in supplier accounts
- Interacting with Chief Accountant for write off approval for the unresolved items over 1 year
- Preparing the reports according to ageing and pending items and framing action plan to prioritize

➤ **Netting payment proposal/run activities:**

- Preparing automatic payment proposals and executing the run for all the business units internal payments
- Investigation on exceptions and have it rectified thru the application of web netting and SAP,
- Interacting with AR and invoicing team to resolve the issues

➤ **Handling Down Payment for used trucks and tooling requests**

- Registering the received Down payment requests
- Reconciling the down payment requests with invoices submitted and internally clearing the same
- Following up with the requestor for the submission of invoices if not received for the down payments
- Preparing SOX control for the auditors for the entries created during Down payment registration and providing the reason for the pending items items

➤ **Supply Chain Finance (SCF)**

- Handling payment to SCF opted suppliers
- Validating the transaction between Volvo and the funding banks to these SCF supplier
- Reconciling the payments to be made to the funding banks and suppliers
- Attending weekly calls with the intermediary contact between Prime Revenue team and Volvo

Others activities :

- Forecasting payments and reporting to Cash & Bank team for purchasing currencies which enables smooth flow of funds
- Analyzing and handling of reports such as duplicate payment reports, Payment Terms Reports, Blocked reports and NPOT report
- Maintaining a neat and up-to-date data for the dash boards
- Always striving and hunting for process improvement opportunities, QRQC to increase the quality and delivery of the process
- Adhering to internal controls and performing all the activities with the frame work provided by the auditors
- Always available to perform audit on our activities to external and internal auditors
- Any change or deviation in the process flow – immediately discussing with the team, supervisor and BPD and updating the work instruction instantly with the superior's approval

Roles played:

Core team member for many months which includes monitoring of execution of Global Payment team activities whether performed on timely basis , discussing the issues and taking the required steps to have a smooth flow and delights the customer

POC for payments team in absence of the supervisor and allocating of work in absence

IT coordinator for any IT issues

Fun organizer to keep up the morale and enthusiasm in the team

WORK EXPERIENCE – Company 4

COMPANY : **LOWE'S Company**

EXPERIENCE : 2.11 yrs (30/Sep/2019 to 01/09/2022)

ROLE : Sr.Specialist – F & A _Invoice Resolution

Job Description:

➤ **Process specialist:**

- Payment rejected documents are verified and set for payment
- Payments that are rejected are analyzed as due to shortage / overage of goods delivered or due to incorrect purchase order details
- Remittance advises are provided to suppliers on request
- GL accounts are verified and noted the reasons for the difference and resolved by passing Journal Ledger transaction
- Requests are created good's quantity and price wise and notified to merchandising team for input and set the invoices for payment by preparing a receiving Adjustment report

Other activities:

- Forecasting the inflow of payments
- Analyzing and handling of reports such as Data Management Report, vendor analyze report and GL account reports
- Preparation of dash board with past, current & future documents
- Looking out of process improvement steps to better the process
- Adhering to internal controls and performing all the activities with the frame work provided by the auditors

	RECOGNITIONS	
	Recognized as Dependable Candidate from colleagues and management Recognized as Quick Learner from Counterpart clients place Recognized as example for good email writing skills Recognized as good communicator and connecting person Recognized by superior client as highest provider of Ideas in “Ideathon” conducted	
	REWARDS AND APPRECIATION	
	Leadership Award – was able to be recognized by leaders within an year for the dedication and process understanding “Star award of the month” award – for executing the assigned job with quality Appreciation Emails for serving the clients with accurate details and resolving their issues	
DECLARATION		
I hereby declare that the above information furnished by me is true to the best of my knowledge and belief.		
<div> <div> <u>Personal Information</u> Fathers’ name : C.M.Muthappa Date of Birth : 24 November ,1983 Nationality : Indian Languages Known: English, Kannada, Hindi, and Tamil Marital Status : Married Degree : B.Com, </div> <div> Place: Bangalore <div>(C.M.Dimple)</div> </div> </div>		