

Anisha Manohar

anishmanohar28@gmail.com | +91 7760147409 | Bangalore India

Profile

Highly motivated, results-driven professional with 11+ years of progressive experience in finance, transition management, technical helpdesk & AM Hardware Analyst with top global firms.

Expertise

- Finance & Accounts
- Transition Management
- Technical Help Desk
- Audit & Compliance
- Hardware Analyst
- People Management

Core Areas of Focus

Finance & Accounts

- Portfolio Management
- Creation of SOP & Training Programs
- Auditing & Reporting
- Order Release & Refund Management
- Collections
- Credit risk
- Cash application
- Refund management

Skills

- Order to Cash
- Operations Management
- Cash Application
- Claims
- Training
- Team Management
- Risk Management
- Quality check
- Reconciliation
- Portfolio Management
- Audits and Publishing Client Reports

Professional Experience

Sr Associate – KYNDRYL PVT LTD, Bangalore, India *(September 2021 to April 2023)*

- Moved to ITALY market in Nov'22 and have been successfully trained on SESDR process in terms of Working on requests to create customer and Kyndryl owned assets in operational books.
- Handled Client reports on weekly, Monthly related to functional books and daily reports on SESDR.
- Managed a team of 7 and trained them.
- Providing support to customers on Disposal, Alerts caused in operational and functional books.
- Preparing reports and initiated portfolio bifurcation among team members for successful results.
- Trained for the next challenge as a Product Owner.

IBM PVT LTD, Bangalore, India

Hardware AM Analyst *(April 2019 to September 20)*

- Responsible for streamlining and delivery of team objectives.
- Maintenance of monthly books of accounts and customer portfolio.
- SPOC – Credit card Query resolution, Credit card and check refund management.
- Responsible for cash reconciliation applying remittance for the customer payment.
- Responsible for creating SLA monthly report for the Client.
- Responsible for Creating Monthly DSO reports for Collections.

Senior Credit Analyst *(August 2011 to April 2019)*

- Assisted queries raised by customers via calls, email, and chat.
- Managed all accounts of customers, Specifically KEY accounts.
- Preparing and consolidating the AR Aging report on a weekly basis to analyze the market trend and changes as per transaction level.
- Recommendation (Credit Recommendation with Financial Credit Approval decision)
- Examine Company Information, Key Financials (If available), Payment Information, Business History, and Receivable Summary.
- Evaluate customer info, Credit Score, Order Amount.
- Constantly monitoring high risk accounts regarding their credit limit and purchases, also handling their order reviews.
- Trained and mentored new recruits on process along with Certification by Clients
- Monitored accounts receivable due for schools, universities, and health care account.
- Reconcile the customer's accounts.
- Involved in publishing the TVC (Time-Volume Capture) Report for the team and making sure that the team adheres to the hygiene factors.
- Study on dip/raise of payment reasons by customers.
- Assisted by providing best ideas to eradicate debts Cross level maintaining and edition of reports.
- Supported cash application during month ends.
- Published KCO, KPI and quality check reports for clients.
- Skilled SME
- I have proposed automation project and implemented in the process for digital invoices

Education

- Bachelor of Computer Science: K.L.E Nijalingappa college
- PUC: K.L.E Nijalingappa college
- SSLC: St Ann's High School

Awards

Key Achievements

- Awarded with STAR Performer, Extra Mile, and Excellence in Performance awards
- Best employee for 2 consecutive quarters
- Was part of a team who won Business Excellency Award for 3 times
- Client award for overdue clearance (IBM)
- Award for Excellent Customer Service at IBM
- Award for Best Team

Training Completed

- Fundamentals of Exceptional Customer Service
- Effective Listening Skills Simulation
- Analysis & Decision Making
- MS Excel – Advanced
- Accent Training for UK Transition Project
- Automation (Win auto) & Macros
- Compliance & ISO Training
- Order to cash certificate training.
- Retail management
- Oracle Application
- SAP Application
- Operational Excellence
- Blockchain
- Advanced Financial Accounting
- Agile Training
- Fundamentals of Project management

Professional Accomplishments

- Client award for overdue clearance (IBM)
- Six Sigma –Yellow Belt (2017)
- Web Technologies: HTML, Java scrip
- Data base: ORACLE 9I, MS-SQL
- Certified on Python Fundamentals
- Microsoft Certified on Azure Fundamentals.
- CISSP certified.
- Digital Badge Earned: Finance & accounting Essentials, IBM Blockchain Essentials, Agile explorer, Design Thinking
- Network Specification: CCNA
- Programming Language: C, C++, VB.Net