





Sareha Balakrishnan


Personal details


 Sareha Balakrishnan


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600073 Selaiyur, East
Tambaram

 February 10, 1989

 Female

 Indian

Skills

Attention to timeline, capable of problem solving, attention to detail and accuracy, good in organising, Excellent written and verbal communication, resolving complex and ageing cases

Languages

English, Telugu, Tamil

ERP & Computer knowledge

SAP, MS Invoice, Fourth shift, Ariba, MS office, outlook, D365

Education

Bachelor of commerce
Bharathidasan university, Trichy

Jun 2006 - Aug 2009

Employment

Senior Analyst

HCL Technologies, Chennai

Customers - Walmart (US & Canada), Ford Canada, Cemex US

May 2022 - Present

Responsibilities

1. Prepare OD dashboard and send it to team and management on daily basis.
2. Track unapplied cash report and ensure to work with cash application team to apply the payment on time.
3. Responsible to send statement of accounts on timely payment.
4. Conduct weekly calls with respective sales to ensure smooth run-in process.
5. Contact Customers as needed to ensure payment of outstanding invoices.
6. Work collaboratively with Customer's accounts payable department to ensure on time payment.
7. Handle Customer's in bound calls as well.
8. Organize bi-weekly call with sales to show the OD reduction progress.
9. Individually handled Ford account which contribute 8M OD every month.
10. Responsible to send Ford remittance file to cash application team and ensure if it is applied with 100% accuracy.
11. Responsible to work on short paid/under payment items and ensure to follow with the Customer to identify the issue, rectify it and get the retroactive payment.
12. Perform account reconciliations on a timely and accurate manner.
13. Collected 1.2M OD within 3 months from a slow paying Customer and shown a tremendous progress.

P2P Analyst

Accenture solutions Pvt Ltd, Chennai

Worked for Singapore client and MEU client.

Jul 2017 - Mar 2022

Responsibilities:

1. Receiving, scanning and coding of invoices will be done.
2. Allocated invoices to the team based on its ageing, vendor criticality, and payment terms.
3. Production reports will get circulated to the management on daily basis.
4. Special attention is given to late fee invoices to analyse the delay in payment reason and ensure to avoid it in future.
5. Critical vendor and discount vendor invoices are taken care of with high priority to avoid any payment delays.
6. The cheat sheet and reference logs were updated and maintained on regular basis.
7. Monitored Accounts payable emails box and attended to the vendors and client queries on time.
8. Maintained escalation and error log upon the category of escalation or errors to check if the errors are repeated or first-time errors based which will discuss with the team.
9. Conducted bi-weekly brainstorming sessions along with inter-related teams to gain and share the process updates across all the teams.
10. Driven call with credit control team to get the update on contra vendor invoice payment.
11. Prioritising emails based on the keyword, sender and ageing and allocating it

Achievements

1. Received appreciation and encore award from management for doing deep analysis on the issues and avoided the escalations.
2. Received thanks award for satisfying customer's objective.
3. Acted as a single point of contact for Charlotte site for which we would receive 6800 invoices on monthly basis which includes 1300 vendors.
4. Received Star award for reducing 1.2M OD within 3 months.

Roles & Responsibility Summary

- Worked as Acting Team leader and handled the team size of 12 members.
- Attendance tracker and planned leave tracker is been maintained.
- Responsible to check the team member's break adherence.
- Ensure to provide cross training and brain storming on regular basis to cascade the process updates and to welcome the new ideas for process improvements.
- Equalise the work allocation based on the experience among the team members and focused on the achievement of individual as well as team's productivity.
- Closely worked with quality team to rid of the repeated errors by finding the root cause.
- Taken responsible to maintain and update the SOP and followed with the onshore to get the approval on the same.
- Responsible to make the follow up with the team members to complete the mandatory courses on time.
- Worked with the automation team to create automation for preparing remittance file to one of the major customer which involves so much of manual activities.
- Shared the best practice with the team to work and clear aged line items.

to the team member.

12. Email allocation closure status will be sent to the management.
13. The high-level dashboard will be circulated to the management on daily basis.
14. On average, around 60 emails will be handled per day.
15. RCA will be given to the escalated emails.
16. All the queries were handled proactively on the first touch.
17. Follow up done with internal team to get the solution for the invoices which are on hold and ensure the payment was made as committed.
18. Closely work with the payment team to execute the payment for urgent invoices.
19. Worked with internal users to close the long-pending workflow cases.
20. As an adhoc activity performed the audit for posted invoices before the payment execution.
21. Worked on debt balance clearance to get the recovery from the vendor.
22. Creating/generating invoices and informing to the dealers.
23. Prepare bills, process payment and respond to customer or dealers queries.
24. Driven calls with sales and customers in case of any disputes.
25. Customers will be billed for dues and will also initiate refunds if any.

Senior officer

May 2014 - Jun 2017

Flex shared services, Chennai

Worked for USA customer and vendors.

1. Scanning the invoices and ensuring to process and send them for payment within it's the due date.
2. Perform a 4-way match to ensure there is no discrepancy.
3. Analysing vendor statements and performing reconciliations.
4. A quality check will be done for the queries raised by the team members to ensure if an appropriate query was raised by them.
5. Solving the issues with exceptional cases.
6. Process updates are tracked and maintained on regular basis.
7. Ensure to follow the SOP manual and update when there are any changes in the process.
8. Compiling high-level dashboards and circulating them to the management.
9. SOX compliance is performed effectively on monthly basis.
10. Received cash reward from onshore for effectively handling of site single-handedly.
11. Ensure to check all critical vendor invoices are paid on time.
12. Generating Paid on Time report.
13. Taken care of rejected payments, worked with the respective team and ensure to include those invoices in next payroll.
14. Cash book reconciliation were done.

Senior Analyst

Mar 2010 - Jun 2013

Maersk Global Services, Chennai

Worked for the SEU region and the USA region.

1. Creating PO within its timeline and communicating the PO details to vendors.
2. Performing PO creation audit before the GR is done.
3. Work with customers and pass necessary amendments in PO.
4. Taken care of workflow cases/discrepancy handling tasks.
5. Worked with vendors and customers to get the solution to clear the ageing workflow cases.

Declaration

I hereby, declare that the information furnished above is true to the best of my knowledge.