

CURRICULUM VITAE

Lakshmi.J

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[LinkedIn](#)



CAREER OBJECTIVE

Looking for a position that will build on my skills and contribute to the organization goals effectively by using conceptual skills and knowledge gained through my education.

SKILL & PERSONAL QUALITIES

Strong motivational skills, Good Leadership skills, Remarkable analytical, logical skills, Effective, communication and interpersonal skills, Ability to give the best result in pressure situations, In-depth production knowledge, Maintain good customer relationship, Data Analysis

WORK EXPERIENCE

SM NETSERV TECHNOLOGIES PVT LTD

Worked as **Senior process associate**, from **November 19th 2012 to August 26th 2016**

Roles and Responsibilities:

- Responsible for reviewing & working on unsuccessful payments
- Processing Manual Invoices
- Processing Revenue Orders during Quarter Ends
- Handling escalations, queries and payment allocation
- Responsible for working on discrepancy invoices and providing
- Assisting internal & external team on payment queries
- Performing Quality Check to increase team's efficiency.
- Preparing SOP's
- Working on Service Requests
- Manage Payment posting & cancellation process
- Processing of Invoices (3 way/2 way/Non-PO)
- Performing review of the invoices processed to ensure all input data pertaining to invoice are rechecked
- Preparations of Ageing report to follow-up the invoices for speedy approval of the invoices

Accenture Services Pvt Ltd

Worked as **Transaction Processing Associate**, from **Sep 19th 2016 to March 10th 2020**

Roles and Responsibilities:

- Analyzing the business information to identify process improvements for increasing business efficiency and effectiveness.
- Responsible for Processing quotes of Dell EMC products.

- Working on Applications like Sales force, IMAP Customer Tool and Citrix Tool.
- EMC SAP Tool (to fix the Account Alignment as per the Area).
- Participate in cross-functional meetings to resolve recurring customer issues.
- Generating the report from EMC and VCE SFDC as per the customer request to allocate the accounts and opportunities as per the revenue.
- Reporting quality issues to ensure that corrective action will take place.
- Helping new associates to train them and giving floor support to resolve their issues related to process.

ACHIEVEMENTS

- Awarded with the best performer of month thrice
- Received star of the business award
- Getting Appreciations from the Clients and the management.
- Achieved production targets of 2 months in 1 and half month
- Came up with a new idea that improved quality to 99.56 %

EDUCATIONAL QUALIFICATION

- B. Com from R.B.A.N.M'S First Grade College, Bangalore.
- P.U.C - Commerce from BET College Bangalore.
- S.S.L.C from Shobana memorial high school Bangalore

COMPUTER KNOWLEDGE

- Basics in computer.
- Familiar with Web Browsing
- Microsoft Office (MS- Excel, MS- Word, MS- Power Point & MS-Outlook)
- Operating System: Windows XP, SAP & Oracle and SFDC

PERSONAL INFORMATION

Father's Name	Jaganathan.A
Date of Birth	6 th January 1990
Address	# No 9st 1 st B main road 8 th cross M.V NAGAR H.T lane Ramamurthynagar 560016
Languages Proficiency	English, Kannada, Telugu & Tamil
Hobbies	Music, Gardening, Long drive and cooking

DECLARATION

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

Date:

Place: Bangalore

(Lakshmi.)