

Resume

Imran Shaikh

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Core Competencies

- Accounts Receivable –
 - Order Creation & Billing
 - Bank & GL Reconciliation
 - Cash application & Dunning
 - Accounts Payables-
 - Invoice Matching & posting
 - Exception handling
 - Vendor maintenance
 - Payment activities
 - Financial reporting
 - Service Delivery
 - People management
 - Responsible and Decision making
 - Single POC for customers
 - Process improvement initiatives
 - Project Performance monitoring
 - Customer Relationship
 - Heading Customers Calls (Weekly & Monthly)
 - Governance meetings
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Educational Qualification

- Bachelor of Commerce from University of Pune April-2007
 - Completed Industrial Accountant Training Program from the Institute of Computer Accountant of India Nov -2008
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ERP & Domain Skills

- ERP Software – SAP (ECC), Tally ERP, Peoplesoft and MS Dynamics Navision
- MS- Office – Word, Excel, PowerPoint & Visio
- Accounts Receivable (Reconciliation, Cash Application & Dunning)
- Accounts Payables – (Invoice processing, Exception management, VM, Payments)
- Preparing - Cash Projection, Accrual and AR aging Overview reports
- Power BI

Work Summary

Assistant Manager – Accounts Receivable |
WNS Global Services Pvt Ltd (Nasik)
Client – Unifeeder Shipping & Logistics

July 2021 – Till Date

1. Performing daily Billing, Bank Reconciliation & Cash Application activities
2. Tracking and settling Unapplied Cash received and follow up with the customer for missing invoice specification.
3. Involved in B2B collection process by sending Manual reminders and making calls if needed and submit Dunning report on O/s invoices status customer wise to management weekly.
4. Mentoring and guiding team members to deliver and complete assigned duties.
5. Built strong relationships with customers through positive attitude and attentive response.
6. Attending weekly & monthly meetings with internal and external groups (Unifeeder Customers & Managements)
7. Adherence to KPI and meeting daily SLAs.
8. Fulfil external & internal audit requirements.
9. Leading team of 5 members managing their – Production, Attendance, Leaves & Shift roster
10. Sharing monthly performance report with respective team members
11. Conduct OJT for new Hire.
12. Updating SOPs with any new updates or changes in process
13. Preparing MIS reports and Monthly Business Review for client

Achievements:

- Awarded with “Excellent Service” twice in a year 2022 & recently in March 2023
- Successful implementation of AR Auto reminder sending tool for o/s invoices
- Appreciation from Client and Senior Management
- Promoted as Assistant Manager
- Completed Certification in License to Train in June -2023

Customer Order & Fulfilment Specialist |
Baker Hughes Oil Field Services (GBS) (Mumbai)

Aug 2019 – June 2020

- Worked for Supply Chain order management profile US process.
- Worked closely with the Field Service & Sales teams to create Quote & Sales orders for US customers.
- Worked on day-to-day transactional data using SAP (MDM), SharePoint, BOX and other systems to provide key information for project revenue delivery.
- Verifying all the documents before Job completed is submitted for billing.
- Prepared internal SOP, Daily interaction with the US Stakeholders for updates & queries.

Achievements:

- Successfully completed Remote Transition for Order Creation process

Senior Associate – Invoicing Specialist |
Mettler Toledo (GBS) (Mumbai)

June 2014 – July 2019

- Preparing Service Invoices for customers

- Generate Financial statement and reports detailing accounts receivable status
- Responded to customer concerns and question on daily basis
- Executed billing tasks and recorded information in company databases
- Used data entry skills to accurately document and input statements
- Mentoring and guiding team members to deliver and complete assigned duties

Achievements:

- Successfully completed Service Billing transition remotely
- Employee of the month awarded in Mar - 2017
- Promoted as Senior Associate and Nominated as SME for the process

Process Associate – Accounts Receivable |
Tata Consultancy Services Ltd. (Mumbai)
Client – Avery Dennison

July 2011 – April 2014

- Preparing daily Billing and Bank reconciliation
- Daily Cash application (identified & unidentified Cash)
- Handling customers query through emails.
- Maintaining customer master data.
- Preparing month end reports like Stats report, Cash Projection, Aging report and Product reconciliation.
- Preparing monthly dashboard & providing support for internal and external audits

Achievements:

- Awarded with Excellence Certificate for remarkable service in year 2012 by TCS Client.

Customer Service Executive |
Intelnet Global Services Ltd (Mumbai)
Client – Coram Health Care

Nov 2009 – April 2011

- Worked as Back-office executive (Cash Application)
- Received payment information from customers and implementing carefully in system error free
- Preparing daily reconciliation report
- Preparing monthly MIS report

Achievements:

- Successfully completed Cash Application transition process
- Awarded with Employee of the month in year 2010

Personal Information

- Date of birth: 19/11/1986
- Languages: English, Hindi & Marathi
- Aadhaar No: 867511418227
- Nationality: Indian
- Passport No: M1946201
- US B1/B2 Visa valid up to June – 2028