

## RESUME

### S.SUDHA

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Trichy – 620 020.

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### CAREER OBJECTIVE

To be a part of challenging assignment working with an esteemed and high growth oriented organization where personal upbringing is coupled with organizational growth and my communication, leadership, and organizational skills are effectively utilized.

Seeking a challenging position in well-established company that offers professional growth and ample opportunity to learn and enrich my competencies in my profession.

### PROFESSIONAL EXPERIENCE

#### CapGemini Business Services Ltd, Bangalore India

Process Associate (Finance and Accounting-Account Receivable – O2C) Nov' 2021 to May' 2023

#### Roles and Responsibilities:

- Responsible for Processing BACS (Wire payments)& Credit Card payments in SAP
- Running Unallocated Cash report, analysing and clearing the line items (unapplied and unidentified line items)
- Timely and Accurately applying cash received from the customers
- Direct Debit Process– Sending the mandate form, updating the completed mandate in the system and sending the AUDDIS file to the bank, setting up the payment terms and billing the contracts, sending the schedules and invoice copies to the customer by Email, scheduling the payment run, submitting the payment schedule to the bank and working on defaulters.
- Customer query management
- Billing of contracts
- Working with Credit Controllers, Sales support team, and customer services
- Processing refunds
- Responsible for ensuring an error free process with the Target of 99.50%.
- Responsible for learning the process end to end within the team and working as cross-functional resources.
- Working on customer master data-Creation and modification of customer accounts

#### Reporting Activity:

- Preparing SLA reports.
- Providing Unallocated & Unidentified cash report to the Business manager
- Old credit clearing
- Providing the weekly cash forecast report to the Business Manager
- Preparing and providing monthly governance deck to the Team Lead
- Preparing and providing cash forecast for month to Business Manager

Cash Applications: Involves significant manual processing and reconciliation when mismatches occur.

- Trained on 4 locations with different applications. (SAP & OnGuard).
- Download the Bank Statement and post it on SAP/GP after matching the amount with the invoice which has been raised against subscription.
- Application of cash as per remit details after a thorough research in the database available (Credit card payments, ACH and Intercompany transfers posting and Direct debit payments).
- Reconcile the payments on daily basis.
- Processing credit/debit memos. Write off small difference as and when request received.
- Auditing checks to see if application is as per remittance after proper research.
- Handling with Unapplied, Unidentified cash and doing the necessary follow ups.
- Created and updated SOP's (Standard operating procedure).on ongoing basis.
- Ensured process stability with zero escalations from customer.
- Raising refunds request for approval and processing refunds.
- On scheduled date running Direct debit file and posting payments (Directly debiting customer account )
- Updating mandates ( Bank details of the customer for directly debiting customer account)
- Performing daily audit for cash applications. Updating daily statics and daily metrics (dashboard)
- Working on Remittance sorting, KMO and Duplicates

Customer Master Data: Application used (SAP, OMS, Vat checker, Broad vision, Address checker)

- Creation of customer accounts on basis of request and set procedure.
- Creating Company account and Individual accounts, bill to accounts and ship to accounts.
- Merging accounts as per request (Identifying duplicate accounts and merging).
- Modification of existing accounts (changing ship to, payer, and bill to accounts of the company and individual account).
- Transferring the subscription and orders within set procedure.
- Updating the contact details with clear analysis of request received.
- Auditing checks to see if the request received and data updated on system are same.
- Handling queries of the customer on creation and modification of customer account.
- Blocking and unblocking of customer accounts on basis of closer of accounts.
- Linking and unlinking of ship to and under the company or individual account.
- Updating VAT numbers for customer accounts after analyzing VAT number provided is correct one for each account on basis of region.

### **Achievements & Initiatives:**

- Got an Rising Star Certificate for performance with no error and also no SLA miss for the year.
- Got opportunity to get trained on other Business unit along with supporting two different teams at a time.

**Previous Employer: Worked as Admin Executive (Manpower Services) – Sree Services – From Aug-2017 to Jul-2021**

- Calculating Salary based on the attendance received , handling queries from employees
- Monitoring division supervisors
- Raising monthly Bills and follow up of the payments for the respective divisions in our contract.
- Registering and claiming EPF & ESI for the employees
- Creating Profile in Online Bank Account for the new employees.
- Salary Payment done through Online (NEFT)
- Petty Cash handling
- Mail handling

**Past Employer: Worked as Receptionist cum Technical Assistant ( Chartered Accountants ) – Kaliyaperumal R & Associates – From May-2014 to April- 2016**

- Handling clients queries regarding IT filing
- System handling for filing IT Returns
- Preparing Statement of Income
- Preparing Audit Report

**EDUCATIONAL QUALIFICATION**

- M.B.A (M.A.M. College of Engineering, Trichy)
- B.B.A (Pavender Bharathidasan college of arts & science, Trichy)
- H.S.C ( Periyar Maniammai Girl's Higher Secondary School, Trichy)

**TECHNICAL / PROFESSIONAL SKILLS**

Skill	Years of Experience	Last Used
SAP, Onguard,	More than 1 year	Current
Microsoft Office (Word 97 to 2010, Excel 97 to 2010) & Internet	More than 6 years	Current
Operating Systems (Windows 98, Xp, and Outlook 2007, Citrix, AWS)	More than 1.5 Years	Current

**MBA SUMMER INTERNSHIP**

- **Company Name: BSNL (BHARAT SANCHAR NIGAM LIMITED)**  
One month project on topic of “**Training and development of Employees in BSNL**” by using only Percentage analysis.

## MBA MAIN PROJECT

- **Company Name: LION FOODS PVT LIMITED, Trichy**

**Six month project on topic of “Retailers Preference of various products in Lion Foods” by using Percentage analysis and Chi-Square in SPSS.**

## PERSONALITY SKILLS

- Organizing skills, Management Skills, Communication Skills, Leadership Skills, Positive Attitude, Hard working & Team Player.
- Self motivated
- A Quick Learner with ‘Can Do’ attitude

## PERSONAL INFORMATION

**Name** : SUDHA.S  
**Father’s Name** : Mr. Subramanian.S  
**Date of Birth** : March 20,1991  
**Gender** : Female  
**Marital Status** : Single  
**Nationality** : Indian  
**Languages Known** : Tamil & English

## DECLARATION

I consider myself familiar with Management Aspects. I am also confident of my ability to work sincerely as a team-member.

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

**Place** : Trichy  
**Date** :

**Sudha S**