SWATHI.C

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OBJECTIVE:

To work in a globally competitive environment on challenging assignments that shall yield the twin benefits of the job satisfaction and a steady professional growth.

WORK EXPERIENCE:

Designation: Billing Helpdesk in Finance & Accounts
Company name: Manpower group Services India Pvt. Ltd. (Client IBM) April 2021 to May 2023
Process: Accounts Receivable (Billing)
Applications used: SoftLayer, Whiskey, Fast pass and Service now

- Receive source data such as customer names, addresses, phone numbers, credit card information, and enter data into various customer service software.
- Handle customer interactions every day, giving detailed, personalized, friendly & polite service to ensure customer retention via cases and emails.
- Owned and Managed customer relationships from the point of sale through successful onboarding.
- Based on the service agreements and usage. Billing can be done on Monthly, quarterly, and annually as per the client contracts.
- Ensure that all invoices are emailed in a timely manner and uploading invoices in the client portals as per the client requirement.
- Prepare customer refunds for duplicate payments, over payments and concessions.
- Coordinating with team members and prioritizing the work.
- Resolving disputes in billing and solving customer complaints.

Designation: Senior Associate in Finance & Accounts
Company name: EXL Services Ltd, July 2017 to November 2019
Process: Accounts Receivable (Cash Applications)
Applications used: Microsoft Dynamics

- Pulling bank statements from bank portals on daily basis to check payments received for the customer accounts.
- Allocate the incoming receipts to the correct customer accounts and ensure the payments are applied to the customers' accounts efficiently and accurately.
- Monitor the unallocated cash and performing QC for duplicate payments.
- Perform complex allocation of customer payments received through cheques and EFT's.

- Monitor and maintain service level agreements related to cash application function such as meeting greater than 98.50% quality margin and within the set timeline.
- Undertake training requirements for new members and develop them to handle the operation independently and effectively.
- Work as a team to meet the daily deliverables related to cash application service.
- Performing Bank reconciliations during weekly and monthly to check all the payments are posted for the month.

Designation: Financial Analyst in Finance & Accounts
Company name: Visionet Systems Pvt. Ltd, July 2015 to July 2017
Process: Accounts Receivable (Collections)
Applications used: Microsoft Dynamics and Sage

- Pulling Ageing reports and analyse customer outstanding balances, maintain good working relationships with sales reps or regional managers to resolves collection disputes.
- Send statements and dunning letters, initiate telephone contact for collection of past due accounts.
- Maintain a portfolio of accounts which are deemed more difficult to manage, high profile, large dollar and high volume.
- Prepare daily, weekly, and monthly reports for Management on outstanding receivables and collection efforts.
- Handle heavy incoming phone and chat coverage to resolve customer problems with billings/payments.
- process bad debt write-offs as needed.
- Resolve customer problems with their accounts for all or any invoices/billings or cash applications.
- Back up for Billing and cash application team member.

Designation: Associate Audit - Level 2 in Finance & Accounts
First American Indian Pvt Ltd, May 2013 to June 2015
Process: Accounts Payable (Vendor set up and Invoicing)
Applications used: Oracle

- Vendor Creation by using W9 forms and Sites updating as per details provided by client.
- Contacting Customer service for supplier information and updating into master spread sheets.
- Processing PO & Non-PO invoices.
- Efficiently process vendor invoices and maintain up to date system and improving productivity.
- Coordinate approval processes of all invoices and Balance batch summary reports for verification and approval.
- Quality Check of the work processed by the team.
- Sending weekly & monthly Production report to Team Lead/ Manager.
- Consolidating the queries/doubts from the team members and clarifying with the Business Area in calls or emails.

ERP Skill SET :

- ERP - Microsoft Dynamics 365 (End user knowledge in FO module - AR, AP, Project management and accounting)
- ERP - Microsoft dynamics (Functional knowledge in FO module - AR, AP, Project management and accounting)
- ERP - Oracle (End user knowledge in FO module - AP)

ACHIEVEMENTS :

- Rocking Eagle award for the outstanding performance.
- Excellent quality in delivery of Invoice processing and Supplier creation with least errors.
- Honeybee award for stabilization of Project within a short span of Time.
- Appreciation from Management for the quick learning.

COMPUTER PROFICIENCIES:

- Microsoft Office [Word, Excel, PowerPoint]

EDUCATIONAL QUALIFICATION:

Qualification	University/Board	Institution/College	Year	%
MBA(Finance)	JNTU	ANNAMACHARAYA PG COLLEGE	2012	86%
B B M	SK University	BALAYESU DEGREE COLLEGE	2010	81%
XII	Board of Intermediate	BALAYESU JUNIOR COLLEGE	2007	81%
X	SSC	MATHA E. M HIGH SCHOOL	2005	76%

PERSONAL DETAILS :

Name   : Swathi. C
Date of Birth   : 19-01-1990
Gender   : Female
Marital status : Married
Languages   : English, Kannada, Telugu (Mother Tongue)

DECLARATION:

I do hereby declare that the particulars of information and facts stated herein above are true, correct and complete to the best of my knowledge and belief.

PLACE: Bengaluru   Yours sincerely
 DATE :   Swathi. C