

# RENITA NARONHA

BTM 1<sup>st</sup> stage, Tavarkere main road Bangalore 560029.

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## **PROFILE**

- Accounts Receivable Practitioner with close to 1 and half year expertise in Finance & Administration Delivery Sector of the BPO industry.
- Handled High profile clients such as Telstra – Australia's largest telecommunications media company and AT&T – America's largest telecommunications.
- Expertise on multiple accounting tools such as ReconNET Reconciliation System, AR Web and Application Suites, Solomon Application and MICA Billing System and UCRM.
- Strong proven ability to produce, analyse and interpretation of data and ability to identify gaps.
- Ability to work creatively and analytically in a problem-solving environment.
- Excellent communication (written and oral) and interpersonal skills.
- The fastest English language typist.
- Highly organized with excellent attention to detail and ability to prioritize work in an effective manner.
- Proven success in contributing to a team-oriented environment.

## **EMPLOYMENT HISTORY:**

**Accounts Practitioner:**  
**IBM India Pvt. Ltd**

**Jun 2015 – November**  
Bangalore, India

- Exposure on loading transaction/reports (Cash,Cheque,Cards) on a daily basis.
- Exposure on loading online transactions with the dealer code.
- Prepare Daily and Monthly Telstra Reconciliation Reports.
- Work on Cash Payments and Cash Received on a daily basis.
- Investigate into payment discrepancies and resolution of variances identified.
- Monitor customer account details for non-payments, delayed payments and other irregularities.
- Expertise in Start/End of the day balancing reports.
- Coordination of Client Service reporting and communications. Identification and implementation of client focused improvements

**SENIOR EXECUTIVE:**  
**24/7-inc.com**

**December 2017 - January**  
Bangalore, India

- Outgoing and energetic attitude, excellent problem – solving capabilities.
- Give accurate and appropriate information to answer questions, troubleshoot issues, and resolve complaints.
- Cross – trained over 50 staff members in one year.
- Achieved customer satisfaction rating of 90% within 6 months, exceeding corporate target.

- Worked with the upper management to ensure appropriate changes were made to improve customer satisfaction.
- Had a great role in creating the SOP to have a smooth process.
- Given a knowledge process training for more than 10 team members.
- Updating the query on priority and following escalations to resolve the queries.

**Senior Associate, Business Operations:**  
Sorting hat technologies pvt ltd/Unacademy

**Feb 2019- Oct 2022**  
Bangalore, India

- Manually monitored over 300 - 400 sessions (Live classes) on a daily basis.
- I have audited more than 40 tickets in a day.
- Making sure all the parameters are maintained by our educators, analyse and report on materials, processes and products to ensure they meet the organization's quality standards.
- Helping the team members in giving the proper resolution.
- Was involved in the training process and provided the best training to the interns.
- Giving technical assistance to the clients when it is needed.
- Conducting various testing and assessments of our platform.
- I have worked on getting interns and taking the first round of face-to-face interview.
- Support the team in preparation of procedures and quality improvements.
- Perform and report on the internal or external quality system audits.

**TECHNICAL SKILLS:**

**Accounting Tools:**

ReconNET Reconciliation System, AR Web and Application Suites, Solomon Application and MICA Billing System, Citrix. IBM Mainframes.

**MS tools**

MS Office, Excel, Word, PowerPoint.

**PROFESSIONAL TRAININGS UNDERTAKEN:**

Certified Tally 7.2 Professional from JMJ institute, Shimoga

Aug 2013

**EDUCATIONAL QUALIFICATION:**

Bachelor of Business Management

2010 – 2013  
Mangalore, India

**ADDITIONAL INFORMATION:**

**INTERESTS:**

Interested in Interacting with new people, Listening to Music, Watching Movies and Helping Hands for Social Support.

**PERSONAL DETAILS:**

Name : Renita Noronha

Date of birth : 25<sup>th</sup>Oct, 1992  
Nationality : Indian  
Languages Known : English, Kannada, Hindi  
Preferred Location : Bangalore  
Passport No : 6246983  
Date of Issue : 13/12/2013 - 12/12/2023

**REFERENCES:** Available upon request

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

