

CURRICULUM VITAE

RADHA G.

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HMT Layout, Vidyananyapura, behind NTI playground,
Bangalore- 560097.

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CAREER PROFILE

- Onsite Cash application and collection process transitioning experience (From Japan).
- Excellent interpersonal & communication skills.
- Experience in Analytical Reasoning and Visualization skills.
- Quick learner and implementor by training team members.
- Knowledge and hands on experience in End-to-End OTSC process- Order management, Service/ contract renewals, Bulk order processing, Credit analysis, Collections, Cash application and CMRB.

WORK EXPERIENCE

Aeries Technology | Assistant Manager- Finance & Accounts | August 2021- Nov 2022

Responsibilities	<ul style="list-style-type: none">• Downloading bank statement for cash application.• Research & application of Unapplied, Unidentified cash, Aged Invoices, sundry accounts, Direct Debit process, Refund process• Updating the import file to apply cash in people soft.• Remittances & Collections calls with Japan Customer's, Sales/Commercial Team.• Fortnightly and monthly aging file circulating to higher management with resolutions.• Confidential customer's Credit card withdrawal- Manually charging the customer's credit cards.• Worked on Escheatment project.
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Cargill Business Services | Process lead | June 2015- August 2021

Responsibilities as Cash application specialist	<ul style="list-style-type: none">• Cash application of local and foreign currency receipts, Promissory notes, Cash receipts (specific for Japan), Cheques, Cr. Dr. knock off.• Worked on Collection reports.• Worked on Raw remittances by client, formatting & uploading to system for Auto Cash application.• Preparing and circulating month end unapplied report to internal teams and clients.• Initiating the biweekly and monthly calls with clients.• Preparation of deck for monthly and quarterly calls with BU.• Reviewed & authorized to approve for the reversal of entries.
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Responsibilities As Credit analyst	<ul style="list-style-type: none">• Researching and evaluating customer & supplier creditworthiness.• Quantitative and Qualitative analysis with the updated financial statements• Credit risk, Analysis and assessment, Credit limit Approval as per global policies & procedures & set the approved credit limit like AR, OSC and OPC into system.• Notifying the approved credit limits to commercial teams.• Contacting Commercial team, Collection Team, accounting team & cash Application team in terms of business transactions and queries.• Preparation of Backlog list and to-do list, Reconciliation of cost allocation reports, manual invoices for the purchase of credit reports, customers/suppliers list for purchasing of credit report & Daily overlimit reports• Updating of SOP and Process maps.
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Oracle India Pvt Ltd | Senior analyst- Order management | March 2012- June 2015

Responsibilities	<ul style="list-style-type: none"> • Daily processing or booking of sales orders and renewing the service contracts. • Submitting Daily booking backlog reports. • Timely submitting of team efficiency and productivity trackers. • Resolution of internal and external queries on priority basis. • Processing and handling Service requests. • Processing Credit memo and rebill. • Weekly calls- Internal and external stake holders. • QC activity on the team members to maintain 100% accuracy. • Working on cross regional bookings. • Creation of manual invoices for special sales orders.
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Oracle India Pvt Ltd | Cash Application Analyst | February 2011 – March 2012

Responsibilities	<ul style="list-style-type: none"> • Lockbox uploads- Japan Region. • Apply cash against open invoices. • Creation of the receipts through Spreadsheet upload. • Customer Calling on daily Basis for remit advice. • Preparing customer remittances for smooth month end cash apply. • Interacting with the customers for issue/query resolutions. • Dispute management- working on CMRB requests and reversing the receipts accordingly. • Working on monthly aging reports. • Clearing the overdue invoices against backlog receipts.
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Roles and Responsibilities

- Dispute Management, sales Order Process, Credit Reports, Client Calls, Control Procedures, Problem resolving, Cash Applications, Refunds, Settlements, Query Handling.
- **Daily Activities** – Reporting on Inflow of cash receipts to client, allocate inflow to team members, Quality check, processing Refunds, help team members to resolve process queries, working on daily receipts/ orders, Customer calls for collection of overdue invoices and remittance details.
- **Weekly Activities** - Weekly call with Client on process and resolve any pending action for Offshore Team. Prepare ageing report and circulate the same to leadership team members.
- Monthly Activities- Closure of the period - applying all month end receipts within the WD+2, moving unapplied receipts to sundry debtors account or OA accounts, Approval of credit limits, circulate decision notices to clients / commercials, cost allocation reporting, backlog reports and backlog to-do list reports for sales and purchase to identify the clients and vendors- whom credit assessment will be due in month or next.
- **Process Improvement/ Automation:** Active involvement in explaining and giving end-to-end process details to continuous improvement team and helping them with automation process as and when required.
- Actively working on pending or on account receipts which were pending for long time and applying the receipts and invoices.
- Organize and Conduct trainings to new employees and evaluate their process understanding once in 3 months.

SCHOLASTICS PROFILE

- **Advance Diploma in Japanese Language**-Bangalore University – 2012.
- **B Com** -BMS College for Women, Bangalore University- 2008.
- **Diploma in commercial practice**- Nontechnical board- Bangalore university- 2006.

SKILLS

- Basic knowledge in computers, MS Office, Tally 7.2
- **ERPs:** Oracle R12, JD Edwards, Peoplesoft, Charge bee.

Awards and Recognitions

- **Student scholarship:** Recognized by Bangalore university as a merit student and sponsored study in Japan for 45days in 2010.
- **Team player:** Awarded for 4DX program key team player.
- **Customer Appreciation Award:** Received award from Japan Townhall meeting for the outstanding performance and dedication in Credit process.
- **YAR and R&R Awards:** Won highest YAR awards & many R & R.
- **Star performer:** awarded couple of times as star performer from Oracle.

PERSONAL DETAILS

Father's Name	:	Late. Gopala Rao
Gender	:	Female
Marital status	:	Married
Nationality	:	Indian
Linguistic Proficiency	:	Japanese, English, Kannada, Hindi, and Telugu.
Passport	:	U6611414

DECLARATION

I hereby declare that the information provided above is true & correct to the best of my knowledge.

Date:

Place:

(RADHA. G)