

KALAVATI RAM

Navi Mumbai,
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Profile: Experienced professional with 15+ years in supplier reconciliation, diverse billing, effective interdepartmental coordination, and B2B/B2C billing mastery. Adept in GDS report management, manual/auto CRS billing, and series/group billing. Skilled in BSP reconciliation, client query resolution, and team management. Committed to operational excellence and exceptional service delivery. Proven success in the travel industry.

EXPERIENCE

AKBAR TRAVELS OF INDIA PVT LTD.

- **Accounts Executive** (Feb 2022 – Aug 2023)
Department – PSR

- ✓ Supplier reconciliation.
- ✓ Processing Billing, Void and Refund.
- ✓ CN and JV entries of payable and receivable.
- ✓ Communicating with ticketing staff and branches.

AKBAR ONLINE BOOKING CO. PVT LTD

- **Accounts Executive** (November 2009 – December 2012)
Department: Billing

- ✓ Processing billing to B2B and B2C agents and coordination with operations for debit/credit memos.
- ✓ GDS report downloading – Abacus, Amadeus and Galileo CRS.
- ✓ Manual and Auto billing of all CRS - domestic and International.
- ✓ Communicating with CRS in regards to Issuance report downloading and formats.
- ✓ Follow up with the team regarding auto billing and verify the correct effect in software (Iboss).
- ✓ Coordinating with clients, branches, and ticketing departments regarding charges, commission, excess debit / credit and sending Invoices as required.

- **Accounts Executive** (January 2013 – September 2018)
Department – Group Billing

- ✓ Group billing of Air tickets online and offline Issuance.
- ✓ Group deposit payment, Refund of deposits and ticketing through refund applications.
- ✓ GDS billing, LCC billing, SERIES group billing and EMD billing.
- ✓ SERIES sale ledger tallying.
- ✓ Supplier / client ledger tallying of series booking.
- ✓ Passing journal voucher against series settlement.

- **Team Leader**

Department – Billing (October 2018 – Sep 2021)

- ✓ Managing BSP reconciliation, admin statements, and client queries.
- ✓ Checking admin statements regarding client queries.
- ✓ Supervising billing staff at a time and training new members.
- ✓ Assisting the REFUND and RECONCILIATION department – passing refund entries.
- ✓ Handling supplier / Client reconciliation, service charges and Commission reconciliation
- ✓ Processing journal entries, addressing ADM and ACM queries.
- ✓ Follow up with the internal department for queries resolution against reconciliation.
- ✓ Distributing reconciled statements, Invoices and credit notes to agents.
- ✓ Providing weekly statements and follow up for payments to Branches and clients
- ✓ Mail action on a daily and regular basis from customers, branches etc.
- ✓ Prepare and submit weekly / Monthly reports to HOD.

BENZY TOURS & TRAVELS

- **Accounts Executive** (September 2009 – November 2009)
Department: Accounts
 - ✓ *Billing of Air tickets online and offline Issuance.*
 - ✓ *Visa Billing.*
 - ✓ *Dealing with walking clients.*

HDFC (Housing Development Finance Corporation) Limited

- **Department Assistant** (August 2008 – May 2009)
 - ✓ *Accurate recording of vendor invoices and challans*
 - ✓ *Purchase order invoicing*
 - ✓ *Proficient excel handling for financial documentation*
 - ✓ *Collaborative support for departmental operations*
 - ✓ *Library bookkeeping*

BIRLA SUN LIFE INSURANCE

- **Service Provider** (August 2007 – March 2008)
 - ✓ *Insurance & Information.*
 - ✓ *Data recording and processing.*

EDUCATION

UNIVERSITY OF MUMBAI

Ramniranjan Jhunjhunwala College
Bachelor of Arts, 2007

H.S.C, 2004

Ramniranjan Jhunjhunwala College

S.S.C, 2002

Deonar English High School

CERTIFICATION

MSCIT

Office Automation / DOS.

Microsoft Excel.

Advance Tally 9 ERP, GST and Ira.

SKILLS & ABILITIES

Team management & Leadership

Multitasking

Problem solving and decision making

Prioritize tasks and balance multiple assignment

Interpersonal skills

Analytical

Microsoft Excel & Basic accounts

Iboss – Integrated Business Operations Support System

PERSONAL PROFILE

Date of Birth	:	20th April 1987
Marital Status	:	Married
Nationality	:	Indian
Languages Known	:	English, Hindi, and Marathi.
LinkedIn	:	linkedin.com/in/kalavati-ram-031b1089