**SWAPNA KOLANPAKA**

**Mobile: 91-9502346590** **E-Mail:** [**k.swapna0102@gmail.com**](mailto:k.swapna0102@gmail.com)

To secure a position in any field where there is an opportunity to share, contribute and upgrade my knowledge and skills for development of myself and organization served

**PROFILE SUMMARY**

* 6+ Years of experience in Cash applications.
* My determination is to learn entire O2C cycle.
* Audit of team members payment application to check accuracy.
* Good Knowledge in Microsoft office and PC skills.
* Have been trained to be safety warden and been part of fire drills and safety of workplace.

# Work Experience I:

**Company : Cognizant Technology Solutions**

# Designation : Joined as Senior Process Executive and promoted to Process Specialist Period : Jan 2019 to Till Date

**Key Responsibilities:**

* Downloading the cash receipts from the Bank's portal.
* Allocate the receipts to correct invoice with the help of remittance or proof of payment details.
* Processing approved Debit write-offs and Offsets (Netting) from customer accounts on a timely basis.
* Contact customers through emails to inquire about incomplete information related to payments.
* Working on aged items and unidentified transactions with research required and resolving them by month end.
* Sending account statements and invoice copies to the customer.
* Processing incoming and outgoing ICT requests.
* Processing refund and sending confirmation to customer.
* Identify billing errors and work with the billing team to ensure the error is corrected for future use.
* Working on unapplied and unidentified items.
* Reporting the open items within the SLA and tagging it clearly for better understanding.
* Performing daily reconciliations of Cash logs and sharing the report to the concerned team.
* Performing AR reconciliations in the month-end.
* Preparing dashboard and handling weekly calls with clients for resolving queries and other business reporting purposes.
* Documentation through SOPs for the Knowledge transfer taken through WebEx calls.
* Timely flagging off operational issues to the Manager.
* Mentoring and training the new recruits on the product and procedures.
* Preparing weekly, monthly reports that are reportable to higher authorities which marks the business performance and quality.
* Work as a team to achieve SLAs for the process and work towards process improvement activities.
* Downloading Bank statements daily and updating the tracker.
* Retrieving the receipts details via customer portals and emails.
* Ensure all the payments received should be applied to correct invoices along with short payments, over payments and credit notes in accordance with payment or remittance details.
* Applying the cash to correct invoice and enquiring about the short payments and overpayments information through emails.
* Processing approved Debit write-offs and Offsets (Netting) from customer accounts on a timely basis.
* Identify billing errors and work with the billing team to ensure the error is corrected for future use.
* Engage with relevant personnel for resolution of issues and taking an active lead role in owning pending items.
* Sending account statements and invoice copies to the customer.
* Sending payment proposals to clients on a daily basis.
* Performing AR reconciliations in the month-end.
* Monitor workflow cases and assist team members in day-to-day escalations and queries.
* Preparing weekly, monthly reports that are reportable to higher authorities which marks the business performance and quality
* Mentoring and training the new recruits on the product and procedures

# Technical Skills:

* MS Office: (Excel: Advance user: Vlookups, Pivot Table), Word, PowerPoint Presentation.
* Citrix Server.

**ACADEMIC DETAILS:**

* Master’s in Computer science from Bhavan’s Vivekananda College.
* Bachelor of Science (Electronics) from Sai Sudheer Degree College.
* Intermediate (MPC) from Gowtham Junior College.

**PERSONAL DETAILS**

Full Name: Swapna Kolanpaka

Date of Birth: 18-Feburary-1992

Languages Known: English, Hindi, and Telugu.

Correspondence Address: House No: 9-27/1, S.No: 1-348, Balaji Nagar, Sec-bad – 500087

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

Place: Hyderabad. Swapna Kolanpaka