Aerroju Usha Email: chinniyerroju@gmail.com

Mobile: +91-7981854785, 9701659286

**SYNOPSIS**

* A keen strategist and result oriented individual with experience in managing independent responsibilities and ensuring optimal utilization of resources
* Recommended what stocks should investors buy/sell, providing reliable study backup for the same
* Effectively handled overall functioning of processes and implemented process in line with the pre-set guidelines
* Experienced with developing procedures and service standards for business excellence
* Providing value added services with different products
* Ability to multitask and prioritize whilst working to strict deadlines

**Career Objective**

* To work in an organization that provides opportunities for learning, career advancement and growth prospects
* Being a self-learner, pertains to strive hard in bringing out the best one can, and provide paramount enthusiasm in every task
* To optimistically utilize the skill set by taking initiative and ownership of whatever needs to be done
* A team player with communication, analytical and relationship building abilities accumulated while working on team based projects

**Professional Experience**

**GENPACT INDIA PVT LTD - Process Developer From July 2019 to Till Date**

**GSK - O2C- Billing & Reporting (SAP- Supply Chain)**

Genpact is a global provider of high-quality business and technology services delivering business impact through operational experience helping global enterprisers improve their revenue, Cash , Costs, Margins, Speed, and Customer relationships.

Worked in GENPACT as a Process Developer at Uppal Campus in Pocharam Branch, Hyderabad from July 2019 to Till Date.

**Key Responsibility – As a Remediation Analyst**

* Involved in One ERP migration process.
* Involved in Change in Network Diversity process.
* Monitor and Resolving Invoice/delivery failures in SAP thus ensuring smooth shipment of Goods (Pharma & Consumer products).
* Manage escalations from customer & markets.
* Coach/train the team members in the daily process deliverables
* Publishing the monthly KPI’s and Visual Dashboards
* Work Allocation amongst the team members
* Processing Consolidated Credit and Debit Notes due to incorrect price and currency.
* Monitoring Deliveries and invoice batch job failures and raising remedy ticket with the SAP Support team(VFX3 & VF04)
* Monitoring process SOX controls
* Raising individual Credit and Debit Notes due to price, currency etc.
* Working with concern departments to release deliveries from Billing due list- VF04
* Release billing docs to accounting which are pending on VFX3
* Cancelling and re-billing billing docs
* Download sales volumes report & update the figures as market wise
* Downloading Credit and Debit notes reports and update the figures to Finance team.
* Preparing Key Performances Indicator
* Managing Inter market transfer of goods
* Working on Adhoc request as per different clients
* Working on SNOW (Service now) tickets, where we received credit note requests to process in ERP.

**HSBC Technology and Service Delivery -CDD Analyst From June 2017 to Sep 2018**

**Customer Due Diligence (CDD) & Anti Money Laundering (AML)**

HSBC Holding plc is a British multinational banking & financial services company headquartered in London, United Kingdom. It is the world’s third largest bank by assets. I was associated with its Customer Service Operations and CDD teams perform KYC Analyst of the clients with high quality standards and working closely with the Quality Control, Relationship Manager and compliance in line with the productivity targets for each jurisdiction.

**Key Responsibility – As a Remediation Analyst**

* Update KYC Profiles in accordance with the group policy, Which includes undertaking due diligence and obtaining documents as required from the client/Relationship Manager(RM)
* Support KYC requirements for Global Banking & Market and Commercial Banking for customer across multiple business lines and ensuring AML regulation and HSBC policies and procedures are fully implemented.
* Provide timely, high-quality and flexible KYC client identification for potential clients wishing to do business with HSBC.
* Ensure KYC escalation policies are followed and issues are escalated to Management in a timely fashion.
* Review extended due diligence to assess risk by forwarding comments to compliance for agreement and approval.
* Ensure accurate completion of the risk assessment of individual relationships in accordance with Bank policy and Regulator guidance.

**GENPACT INDIA PVT LTD - Process associate From April 2015 to May 2017**

Genpact is a global provider of high-quality business and technology services delivering business impact through operational experience helping global enterprisers improve their revenue, Cash , Costs, Margins, Speed, and Customer relationships.

Worked in GENPACT as a Process Associate at Uppal Campus in Pocharam Branch, Hyderabad from April 2015 to May 2017.

**Key Responsibility – As a Remediation Analyst**

* My Experience in Accounts payable department has helped me in preparing bank reconciliation report.
* Solving the non disbursed payments
* Rectification of payments made to wrong vendors and disbursing them to correct vendors and also rectification of over or short payments made to customers.
* Have been working in Genpact as Process Associate in Genpact since April 2015.
* Auditing International VAT invoices receives from suppliers of countries like United Kingdom, Belgium, France, Netherland, Switzerland, Sweden, Germany, Ireland.
* Dealing with other respective team for the related invoice validating process.
* Handling critical type of services which provide to assignee and services like Temporary- -accommodations, New Home Closing Cost, School payments, Finders Fee.
* Processing invoice’s for the many regions such as Dubai, UK, and Australia & Hong Kong.
* Also working as a support executive to provide the prepared documentation to the Customer without any misguides to make the payments for AP team and Customers to receive the goods on their requirements.
* Supporting Team is the main contact to the clients for both Supplier and Customers at international services in AP Team.

**Personal skills :-**

* Comprehensive problem solving abilities excellent verbal and communication skills, ability to deal with people diplomatically, willingness to learn, team facilitator, and hard worker.
* Able to stay committed to the responsibilities

**Achievements :-**

* Have been awarded globally by the client for “On time delivery of invoices with 100% accuracy.
* Received appreciation mails from client as well as our senior management team for my work and maintaining accuracy level.
* Have been Awarded Bronze award two times for my work in Urgent rush request payment team.
* Received many Appreciations from Clients for the diligence in prioritizing the CRITICAL requests

**Education and Credentials**

* **Bachelors Degree in Commerce** from OSMANIA UNIVERSITY, HYDERABAD
* **Intermediate** from BOARD OF INTERMEDIATE EDUCATION, HYDERABAD
* **Secondary School Certificate** from BOARD OF SECONDARY EDUCATION, HYDERABAD

**Technical Skills**

* **Operating system** : Windows 95/98/2000/XP
* **Package** : MS Office 2007, MS Excel
* **Accounting Package** : JDE software, BMM Applications and CRT Tool

**PERSONAL DOSSIER**

Date of Birth : 18-07-1992

Fatther Name : Aerroju Satyanarayana chary

Gender : Female

Marital status : Married

Nationality : Indian

Languages Know : English, Hindi and Telugu.

Address for Communication : C/o. Aerroju Satyanarayana chary

H No: 2-20-48

Chilkanagar, Uppal

Hyderabad.

**DECLARATION**

Ihereby declare that the information given above is true to the best of my knowledge

PLACE: Hyderabad

DATE: AERROJU USHA