* **Objective**

To Build My Career in a Progressive Organization that will provide me exciting Opportunities to utilize my Skill and Experience in such a way to add more value to Organization and to learn more about Accounts and Finance.

* **Skills**
* Teamwork & collaboration
* Problem solving and decision making
* Positive attitude
* Good hand on Excel, Microsoft office
* Communication skill-handling international client
* Multi-tasking & dedication
* Time management
* Willing to learn new things
* Finance & Accounting, Accounts Receivable, Reconciliation
* **Personal Profile**
* Name **:** Abhidnya Atul Dhanke (Sarita Jayram Kapadi).
* Father’s Name **:** Jayram Lakhu Kapadi.
* Husband’s Name **:** Atul Eknath Dhanke
* Date of Birth **:** 14th January 1991.
* Marital Status **:** Married
* Languages Known **:** Marathi, Hindi, English (All Read, Write, Speak)
* **Scholastic Profile**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr.** | **Examination** | **Name of the Board / University** | **Passing** | **Result** |
| 1 | M.Com | University of Mumbai, Mumbai | Apr 2013 | I Class |
| 2 | B.Com | University of Mumbai, Mumbai | March 2011 | I Class |
| 3 | H.S.C. | Mumbai Board | Feb 2008 | I Class |
| 4 | S.S.C. | Mumbai Board | Mar 2006 | I Class |

* **Professional Qualification**
* Passed Examination of Typing in English @ 30 & 40 W.P.M.
* Passed Examination of Typing in Marathi @ 30 & 40 W.P.M.
* **Computer Exposure**
* Completed MS-CIT with 72%.
* Completed Tally 9.0.
* **Work Experience**

**Organization: SUTHERLAND GLOBAL SERVICES**

**Process: 1. Payment Processing (PRA) for Internet Bookings reconciliation for Qatar Airways**

**2. Payment / Credit Card Billing Process**

**Designation: Assoc Mgr-SD Mgmt (Team Manager)**

**Duration: Sep-16 to till date**

* Handling a team of 20 agents who does Loading of files, Payment verification, Refunds to customer, Chargeback Dr. & Cr. Adjustment, Write-off, Exception, Credit Card Billing, and customer account reconciliation.
* Responsible for preparing of daily, weekly, and monthly reports.
* Responsible for agent queries, and refreshment training.
* Reviewing and monitoring of Month end activities.
* Responsible for maintaining and coordinating with client for finalization of SLA/KPI for the process.
* Handling client escalations.
* Updating dashboard and attending calls with client whenever required.
* Reviewing and updating SOP’s as per timeline and discussion with client for finalization.
* Monitoring of EWS & MIS reporting.
* Automation for CCRA & QMT tool.
* Automation of new project Credit Memo posting of station entries. Co-ordinating with application team for automation and testing.

**Designation: Subject Master expert**

**Duration: Sep-15 to Sep-16**

* Handling clearance of customer account balance for global & Local acquirers.
* Responsible for Processing and analysing refunds matched and mismatched cases.
* Reviewing exceptional cases and queries of teams.
* Responsible for month end closing activities.
* Handling Credit card billing queries.
* Handling GL related queries from Accounts team.
* Handling GL reconciliation of clearing account for Accounts team.
* Testing CCRA tool for refund handling and controlling
* Testing QMT tool for release of block fund cases

**Designation: Sr. Consultant**

**Duration: Jun-14 to Sep-15**

* Handling Chargeback dispute transactions & notification from bank.
* Handing fraudulent transaction – providing supporting documents to acquiring bank & requesting relevant team to suspend tickets in Amadeus
* Handling Debit Adjustment from Acquired Bank
* Providing supporting documents for write-off cases
* Processing refunds on Payment gateway
* Verifying payments receiving from bank against merchant transactions.

**Designation: Consultant**

**Duration: Nov-12 to Jun-14**

* Handling Loading and processing of bank payment files into system.
* Releasing blocked payments as per request from business unit/customer.
* Validating and Submitting Credit card billing to banks for CTO/Agent issued (non-online) tickets.
* Handling testing for credit card billing tool.
* **Achievement**
* Achieved continuous promotions for 3 years.
* Achieved 3 times “star performer of the month” award.
* Achieved “Champ on the Ramp” award
* Achieved “certificate of excellence” for Jul to Sep’19
* Completed CDP training (consultant development program)
* Achieved one platinum award.
* **Declaration**
* I hereby declare that all the statements made above are True, Complete, and correct to the Best of my Knowledge and Belief.

**Date: / /**

**Place: Kalyan**

**Abhidnya Atul Dhanke**

**(Sarita Jayram Kapadi)**