|  |  |  |
| --- | --- | --- |
|  | Maria Susai Rajan |  |

|  |  |
| --- | --- |
|  |  |
| Contact Bangalore  9880865827  msrajan18@gmail.com | Objective *Organized Credit Controller who effectively identifies and resolves complex financial issues. Thrives in fast-paced and ever-changing business environments.* |
| *BSP Related Activities*  Maintain the weekly payments.  Reconciliation before weekly payment  Checking on commission and incentive part  Reconciliation of ACM and ADM (yearly debit note and credit note)  ***Key Skills***  Learning and adaptability  Critical thinking  Problem solving  Work Ethic  Time Management  Management  ***Education***  ***Bachelor of commerce***  from St Joseph Evening College Bangalore (2004) *Languages Known:*  English, Tamil, Kannada, Hindi | ***Senior Credit Controller, FCM Travel solutions India PVT LTD***  ***November 2016 to June 2023***  ***Roles and Responsibilities:***   * Submission of BTC Client as per client format * Resolve queries related to submissions. * Follow up with payments with the clients as per agreement. * Knock off the payment details against outstanding.   Periodic Reconciliation for pending payments   * Handled clients like ANZ Group, TESCO HSC, FM Engineer and ONE PLUS Group * Issue of NDC and BC, Quarterly basis for clients * Address client queries in a timely and efficient manner. * Co-ordinate with invoicing teams, Sales Staff and Operations Manager * Co-ordinate with invoicing teams, program managers, sales staff to resolve invoicing issues. * Analyze portfolio to review unapplied cash/credits and take corrective actions. Provide statement of accounts on a periodical basis to both clients and internal staff. * Escalate issues that may require management involvement. * Support Credit management in preparing and publishing reports. Where possible, use innovative methods to improve the collections process, and actively contribute towards strengthening the overall Working Capital function.   Perform Account reconciliation where required.  ***Senior Credit Controller****,* ***Carlson Wagonlit Travels LTD***  ***May 2008 to November 2016***   * Submission of BTA Statement & reconciliation to client. * Handling & Resolving BTA Related queries. * Forecast collection based on existing debts + future billing. * Maximize cash flow by continuous follow up on outstanding invoices through reminder letters, emails, and phone calls, as appropriate. Record and track all queries in the collections tracker. * Improve DSO/Reduce past due debts/Resolve disputes.   ***Accounts Executive***  ***International Travel House Ltd (Associate Company of ITC Limited)***  ***December 2005 to April – 2008***   * Handling fixed assets and updating fixed assets register verification of assets. Handling statutory (service tax, ESIC, Professional tax, PF, TDS,) payment and returns. Maintaining main cash and petty cash. * Handling BSP and queries related to both domestic and International.   ***Accounts Executive, Transpacific Travels Services Pvt Ltd - October 2004 to November 2005***   * Billing day-to-day domestic, international, visa, Transactions in Travel Accounts package (Viman), handling of Domestic and International Accounts, Handing of BSP Work. * Good relationship with the clients and claiming PLB from the Airline on timely fashion. numerate and accurate with strong attention to detail and excellent verbal and written skills Proficient in Microsoft Office with a proven ability to adapt to new systems quickly. |