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|  | **Anju Tewari Misra**  **CRM Specialist** | | | |  |  | | --- | --- | |  | +91-9711821009 | |  | Delhi, India | |  | anju.tewari17@gmail.com | |  | https://www.linkedin.com/in/anju-tewari-misra-18b6a332 | |
| **JOB OBJECTIVE**  An **eloquent, focused** and **dedicated professional** with rich knowledge & experience**,** targeting opportunities in **Customer Service Management & Accounting** with an organization of high repute in **BPO, KPO & FinTech** **Industry** to implement the acquired skills and knowledge to keep growing; preferably in **Delhi NCR & Remote Working**  **CORE COMPETENCIES**   * Customer Service Operations * Accounts Receivable & Payable * MIS Reporting & Documentation * Billing & Collections * Invoice & Payment Processing * Query Resolution & Escalation Handling * Transaction Processing * Service Quality Improvement * After-sales Support * Cross-functional Coordination * Financial Statement Analysis * Financial Reporting * Journal & Spreadsheet Entries * Data Management & Analysis * Performance Improvements * Team Handling   **ACHIEVEMENTS**   * Won **Customer Service Awards** in GE Capital International Services * Achieved **Team Extra Miller Award** for showcasing excellent team work in GE Capital International Services * Got **Award** for good communication skills   **TECHNICAL SKILLS**   * Microsoft Excel, Word & PowerPoint * SAP ERP * Completed 1-year full time Computer Course from STG, Delhi from Jan’06 – 07   **EDUCATION**   * **MBA (Marketing)** from Sikkim Manipal University in 2013 * **M.A. (Economics)** from Annamalai University in 2012 * **B.A. Hons. (Economics)** from Maitreyi College, Delhi University in 2001 * **12th (CBSE)** from Lady Irwin School, New Delhi in 1997   **SOFT SKILLS**   * Communication * Analytical * Adaptability * Problem Solving * Leadership * Goal-oriented * Flexibility | |  | |  |  |  |  | | --- | --- | --- | --- | | **PROFILE SUMMARY** |  |  |  |  * **Growth-oriented professional with strong customer-centric approach** holding extensive industrial experience in **Customer Relationship Management, Accounting, Accounts Receivable, Accounts Payable & Financial Reporting** * Proficient in **SLA/OLA/TAT Management, CSAT Maintenance, Quality Compliance, Record to Report (R2R), Order to Cash (O2C) & Monthly Account Reconciliations** * Resourceful at **maintaining relationships** with clients to achieve quality product and service norms by resolving their service related critical issues * Skilled in identifying & implementing **industry best practices, strategies and processes** to support a best-in-class service experience * Expertise in assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and **achieving higher customer satisfaction matrices** * Proven track record of **resolving and reducing customer complaints** and meeting customer service level agreements and facilitating organic growth * Proven acumen in managing operations of the **Accounts Receivable (AR)** section with focus on ensuring efficient processing (payment allocation, reconciliation and month-end reporting) of company receivables through SAP and timely collection in accordance to company policies * Adept in **processing invoices, billing** and credit notes, reconciliation of customer accounts, credit analysis and follow-up on collections * Sound knowledge of **accounting practices and procedures**, computer skills and accounting software * Excellent **planning and organizational skills** results in the optimum functioning of the department and the consistent achievement of customer service standards  |  |  |  |  | | --- | --- | --- | --- | | **ORGANIZATIONAL EXPERIENCE** |  |  |  |   **Oct’22 – Present |Capgemini Technology Services India Ltd, Noida**  **Designation: Process Lead**  **Key Result Areas:**   * Working as a part of GL team and doing daily bank reconciliations along with monthly bank reconciliations during the month end * All the activities related to GL Team like preparing posting Journal entries in system * Doing complete record to report activities like making various reports which help the client in their day-to-day business management * Working for Middle East based client and worked for Canadian client. * Team handling and training new joiners was also a part of the current assignment * Also working on other miscellaneous activities related to the process like making SOPs, charts, and presentations   **Nov’15 – Apr’21 | Indraprastha Gas Limited (IGL), Delhi**  **Growth Path:**  Nov’15 – May’16 as **CRM and Finance Assistant (Contract of Cosmos Systems)**  May’16 – Apr’21 as **CRM and Accounts Receivable Assistant (Contractual Basis)**  **Designation: Finance Assistant**  **Key Result Areas:**   * Maintained relationships and provided support to existing customers of IGL * Captured, interpreted and worked on vast customer data as well as maintained daily MIS * Solved customer queries and complaints through CRM * Executed the backend functions related to CRM like coordination with Sales & Marketing teams * Provided after-sales services to the customers and enhanced the customer satisfaction by timely responding to their complaints and queries * Monitored customer account details for non-payments, delayed payments and other irregularities * Performed activities including payment charges reversal and missing payments tracking on daily basis * Responsible for Account Receivables customer files and records, prepared bills and electronic invoices of many customers on daily basis * Analyzed & processed customer payments and updated daily cash deposits in SAP Software * Handled the entire process of new customer account which included functions related to accounts receivables * Created new customer account numbers, updated the payment received on SAP and made invoices of VVIP customers * Sorted the payments received based on debit and credit report * Managed the database of new as well as existing customers and handled their payment activities   **CRM and Finance Assistant**   * Managed and updated databases of all the vehicles which carry CNG from one gas station to another by recording all the details on SAP Software * Updated payments received by the customers on MIS & SAP * Handled complaints which were logged by the customers online through the IGL portal   **Feb’15 – Jun’15 | Mphasis Pvt. Ltd., Noida**  **Designation: Client Service Executive**  **Key Result Areas:**   * Worked in the Titanium Process of Airtel, which included the accounts of all the high-end customers of Airtel (VVIP Customers, Celebrities & Industrialists) * Assisted the premium customers of Airtel with all their concerns including payments, refunds and returns * Maintained excellent standards of service and client communication at all times * Resolved customer queries within a given TAT completed all the backend work related to customer accounts  |  |  | | --- | --- | | **PREVIOUS EXPERIENCE** |  |   **Sep’12 – May’13 | Purple UMTC Transit Pvt. Ltd., Delhi**  **Designation: Marketing Executive and CRM Executive (Hop On Hop Off Bus Service, Delhi Tourism)**  **Jan’10 – Jul’12 | A2Z Corporate Solutions Pvt. Ltd., Delhi**  **Designation: Assistant Manager**  **Feb’08 – Dec’09 | PC Solutions Pvt. Ltd., Delhi**  **Designation: IT Help Desk Executive**  **Jan’02 – Jan’04 | GE Capital International Services, Delhi**  **Designation: Senior Customer Care Executive**   |  |  |  |  | | --- | --- | --- | --- | | **PERSONAL DETAILS** |  |  |  |  * **Date of Birth:** 17th Dec’79 * **Address:** Flat No. N8-303, Narmada Apartments, Vasant Kunj, South West Delhi – 110070, Delhi * **Languages Known:** English & Hindi | |