**RESUME**

**C. NAVYA DEEPTHI**

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**OBJECTIVE:**

To obtain a management position with a progressive organization where I can utilize my skills and experience to improve operations, people management and effective transition which contributes to the growth of the organization and gives satisfaction in all aspects.

**ACHIEVEMENTS IN GENPACT:**

* Excellent feedback from Trainer.
* Won Bronze award for working extra hours to complete the task given by client.
* Appreciation received by client for reaching the target.

**WORK EXPERIENCE:**

**Dun and Bradstreet: 21st June 2021 - still working:**

**Role Title**: Coordinator 2

**Responsibilities:**

* Working in AR Cash Application team.
* Tool Workday.
* Locations: US, Emerging Business and CAD.
* Banks: Bank of Montreal, Wells forgo, Northern Trust, Payve, Bank of America.
* Updating Aging report weekly based.

**Location US**:

* Processing ACH Payments
* Processing Wire payments
* Processing Cheque payments
* Processing Credit Card Payments
* Processing Amex Bip payments

**Emerging Business**:

* Processing ACH Payments
* Processing Wire payments

**Location CAD**:

* Processing Wire payments
* Processing Cheque Payments
* Processing Credit card payments
* Sending daily volume report to client including my team.
* Pull Cheque copies and Wire copies from each bank and save in respective share drive on daily bases.
* Trained new joiner in the team with all activities.
* Conducting Daily Team huddles.
* Allocating daily volume to team members.
* Updating team with any new updates in process through email or taking quick call.

**Cognizant 13th Aug 2019 – 28th May 2021**

**Role Title:** Senior Process Executive

**Responsibilities:**

* Working in AR Cash Application team.
* Tool Epicor 10.
* Processing Cheque payments.
* Processing Wire payments.
* Working on mail box requests.
* Updating Daily payment report.
* Updating Ageing Report.
* Providing Daily Unapplied payment report to clients.
* Providing Mailbox Dashboard to client.
* Processing Invoice copies to RM’s.
* Processing Statements to RM’s.
* Working on Residual Balance write off sheet (month end activity).

**Deloitte – 3rd Dec 2018 – 31st May 2019:**

**Role Title:** Process Developer

**Responsibilities:**

* Worked for internal process AR which supports Deloitte UK.
* Raising Drafts and finalizing the Invoice.
* Providing WIP Status report for the requesters.
* Creating Client and Code Setup for Engagement as per instructions.
* Block/Unblock of Codes and closure of Codes.
* Changing the levels for WBS Codes.
* Changing the benefit derived for the engagement.

**GENPACT – 20th June 2016 – 30th Nov 2018:**

**Role Title:** Process Associate

**Responsibilities:**

* Worked in AR Collections Process.
* Cross trained on Deductions for 4 key accounts.
* Took up additional responsibilities such as Updating Visual Management tracker.
* Moved to AR Cash-apps team and completed the hands on practice in specialty payments process.
* Active participation in HR shop, as an HR Catalyst.
* Facilitated employee engagement sessions, appraisal process, Updating the Dash boards, etc. .
* Moved to ROYALTY (Non-Voice process) into CONTRACT ENTRY TEAM.
* Setup New contract with particular book number by following the agreement.
* Adoc request as to add rules to the Authors.
* Add authors on particular Book number for particular Contract.

**TBSS – 18th Sep 2014 – 18th Sep 2015:**

**Role Title:** Customer Care Executive

**Responsibilities:**

* Joined as Customer Care Executive in voice process.
* Use to handle 60 calls per day.
* Satisfy the customer by solving the issue with 7min.
* Sell the product by convincing customer in each call.

**Skills:**

* Quick Learner.
* Keen observer.
* Ability to handle work load and stress.
* Comfortable with MS Excel, MS Word.
* TALLY, TALLY ERP9.
* Good Team Player
* Confident in actions
* Hard working.

**EDUCATIONAL QUALIFICATIONS:**

* MBA from St. Mary’s Engineering College in HR
* B. Com Computers from G M Sanghi Degree College.

**PERSONAL INFORMATION:**

Name : C. Navya Deepthi

Date of Birth : 02.05.1989

Languages Known : English, Telugu and Hindi.