TANIA RAZDAN

Order to Cash, Collection, PTP Experience

Assistant Manager-PTP,OTC

**Genpact**

17-Sep-2018 [](http://www.webhelp.com/en-in/about-us/locations/)Hyderabad

* Team Handling Role- Training, mentoring, daily huddles/ updates, internal quality check spoc for team supporting various countries for PTP (Vendor Master Data) domain.
* Process and Management Reporting- Participating in management meetings/ governance calls for process related discussion/ plans.
* SOX Audit- Worked with Auditors to provide detailed document evidence for monthly/ quarterly random picked samples.
* RPA- Worked with automation team to automate few activities of the team for business and client benefit.
* Client Engagement – Participation in daily, weekly and as applicable calls for process updates/health checks.
* Organizational Framework – Managing Shrinkage, SLA reports, QC trackers, Daily Dashboard and bi weekly dashboards for client calls.
* OTC-team handling for Cash apps, order management, collections, Credit Management, Special payment handling, working on Suspense payments of customers, macro based report for posting payments, required reporting on periodic basis.

Subject Matter Expert – OTC

**Accenture**

09-Dec-2015 [](http://www.webhelp.com/en-in/about-us/locations/)Gurgaon

* Financial Reporting, Training, Mentoring, team handling– South Africa for OTC (collection, deduction, master data management, cash apps) domain. Also worked for other entities Philippines, US, Canada, Germany.
* Audit– Worked with Auditors to provide detailed document evidence for yearly random picked samples.
* Client Engagement – Remote Transition of OTC business for the country.
* Automation –Working with Automation team for saving time of FTE’s.
* Organizational Framework – Managing Shrinkage, Making SLA reports, QC trackers and bi weekly dashboards for client calls.
* Team Handling Role- Training, mentoring, daily huddles/ updates, internal quality check spoc.
* Transition –US and Canada business OTC for pilot queue (remote transition)

Mercer – Senior Analyst

**Mercer**

2.5 Years (Jun 13-Dec 15) [](https://www.google.co.in/maps/place/Wipro+BPS+Ltd/@28.5809207,77.3158104,15z/data=!4m5!3m4!1s0x0:0x51b983c4121b54fb!8m2!3d28.5809207!4d77.3158104)Gurgaon

* Cash Application – Start to end of major US Commission and fees
* Driving Improvement – Suspense report preparation and focusing on the reduction of amounts parked in different categories
* Client Engagement – Weekly participation in calls for improvement in business.
* Reconciliation- Weekly and daily reconciling bank and Cash apps

Senior CCE – Operations

**Exl.**

May 2012 – June-2013 [](https://www.google.co.in/maps/place/Wipro+BPS+Ltd/@28.5809207,77.3158104,15z/data=!4m5!3m4!1s0x0:0x51b983c4121b54fb!8m2!3d28.5809207!4d77.3158104)Noida

* Motor claims recovery department or collection
* Making soft call reminders for payment.

Senior Associate – Operations

**Wipro Ltd.**

2.3 Years [](https://www.google.co.in/webhp?sourceid=chrome-instant&ion=1&espv=2&ie=UTF-8#q=wipro%20ltd%20greater%20noida&rflfq=1&rlha=0&rllag=28444310,77524917,4467&tbm=lcl&rldimm=15070457640048295667&tbs=lrf:!3sEAE,lf:1,lf_ui:3&rlfi=hd:;si:;mv:!1m3!1d77179.72634595452!2d77.52491714999996!3d28.444310050000006!3m2!1i946!2i528!4f13.1;tbs:lrf:!3sEAE,lf:1,lf_ui:3)Jasola, Delhi

* Providing technical support on call to US/Canada Customers
* Worked with pilot batch of email tech support.
* Co-Trained new hire batched on tech

Strengths



I am most proud of

* Successfully completing remote transition independent with Top Score.
* Supporting team with business queries.
* Weekly reporting (Ageing, SLA and quality Check reports.
* Managing Client Engagement & Relationship

My Week at Work

Education

* Post Graduate in Finance from

Symbiosis Center for Distance Learning –Pune June 2016

* Graduate in Commerce DU(Correspondence) – Delhi, Convocation held in 2012
* Cleared 12th standard from Gita Bal Niketan School 2008
* Cleared 10th standard from St Peter’s School 2006

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