# Pooja Mukherjee

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# Cash Application (O2C)- Assistant Manager CORE COMPETENCIES (Present Role)

* Team Handling (Quality Analyst Collections and Cash Application)- team strength 15
* Exposure to Transition Experience- Remote and Onsite (Handled more than 6 Transition processes and 1 complete transition independently)
* Immediate joiner
* Flexible with shift
* Willing for the OJT process
* OTC experience – 14 years and still working with Genpact as a Manager
* Worked on all subdomains of order to cash – Master Data, Treasury, Accounts Payable, Cash Application, Billing, Collections
* Worked on different regions -APAC, Southeast Asia, US, Canada, Australia, and UK

# PROFESSIONAL EXPERIENCE

**Genpact: Dec 2021 – Till date- OTC Operation Manager**

* Currently handling a Team of 7 associates and Assistant managers
* It’s a transition process independently handled the entire transition end to end, and the process is established.
* Determining and laying out an audit module for tracking process accuracy

**Shaw Academy:** **Aug 2020 – Sep 2021** Domain: Call Monitoring and Audit and Edu-tech

* Worked as a Call Monitoring subject matter expert – (During the covid 19 time)

**EXL Services: 19th March 2019 – July 2020: Assistant Manager Domain: OTC & Call Monitoring and Audit**

* Handling team of Quality Analyst Collections and Cash application (Team strength: 15)
* Creating metrics to analyze employee performance and process health; FTE analysis and contribution, and workload analysis to identify opportunities to save cost and increase revenue for the client and create more business opportunities.
* Developing training opportunities and creating a training plan to upskill the team.
* Identifying opportunities to add value to operations using lean methodology, this will eliminate duplication of work and easy data maintenance with transparency and efficiency.
* Preparing Quality Dashboards for senior stakeholders (Finance Controllers / Directors) and projection of business performance reports & continuous improvement plans for a smooth business function.

# EXL Services: 01st July 2016 – 6th August 2018 (Assistant Manager) Domain: OTC & Call Monitoring and Audit

* Liaising point between the stakeholder and team to deliver targets on time as per SLA’s.
* Result-oriented professional with a distinctive track record of close to 6 years in End-to-end Accounts Receivable operations comprising sub-processes of credit management, master data management, collections, and cash applications; Invoice processing and payments in Accounts Payable; Treasury-related activities and monthly and yearly reconciliations along with review and approvals of period-end reporting.
* Cross-functional team player with excellent interpersonal, communication, analytical, and planning skills with proven abilities in people management and client relationship management
* Achieved Net Promoter Score (9/10) for the Process through exceeding the Customer Expectations- overall the score has increased from 0 to 9 in a span of 3 months.
* Responsible to ensure all process documentation for the process is reviewed and approved as per standard guidelines.
* People retention of 85% and developed team members for critical roles internally and groomed high potential team members to take up leadership roles in new businesses.
* Based on high-performance acquiring of new businesses within a timeframe of a year

# Prior Experience:

**GENPACT: March 2009 till Dec 2015**

# Management Trainee (Front Line Manager) from July 2014 till Dec 2015:- Domain: OTC & Call Monitoring and Audit

* Effectively engaged in areas of business analysis, process transition, management information reporting
* Led team comprising sub-processes like Credit Management, Master Data Management, Billing, and Collections in Accounts Receivable
* Participating in decision-making meetings with the client stakeholders, reporting key results, and finalizing the strategy to mitigate business risk around areas of operations.
* Working on avenues of business analytics like cash forecasting, along with experience in projects like minimizing suspense and past-due reduction
* Streamlining SOPs
* Tracking and analyzing performances of the various sub-process, also experienced in managing aspects of quality-based projects, catering to requirements of the business and process- improvements.
* Keen customer-centric approach with skills in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining customer delight and high compliance scores.
* Random sampling audit for cash application team and sharing the report with business.
* Facilitating training and discussing monthly performance
* Visual Management: Fair knowledge in designing process charts, process flow, FMEA, Standard operating procedures SOP, and training modules process improvement.

# Process Developer:-

* OJT Transition experience – (Remote and Onsite) Have experience in stabilizing two transition processes.
* Responsible for call calibration, designing an audit module, a training module for new hires, and cross-training module for experienced.
* Responsible for ensuring past due collection metrics are achieved on a portfolio of accounts typically involving higher profile customers with more complex collection issues.
* Set up suppliers and approve suppliers (for cash in advance and cash on delivery customers)

# Process Associate from Mar 2009:-

* **Remote OJT experience**- Started as a Collection Specialist (B2B) for 1 year managing accounts, part of reporting in Finance & Accounting. Responsible for ensuring past due; Sending dunning letters, statements of accounts, settling credit and debits in the customer account, reporting, and customer interaction and dispute resolution.
* Stabilizing cash collection process; developing Standard operation procedures and training modules **Associated with Customer Set up Management and Billing:** New customer set up basis credit reports and assigning credit limit and associated with Automated and Self Billing and sending over invoices to customers **Credit Risk Management -** Has superficial knowledge about credit risk **Vendor Management:** New vendor set up basis credit reports and assigning credit limit.

**First Source LTD (May 07 to June 08)** - Worked as Quality Analyst in NRI Banking Services Domain: Call Monitoring and Audit and Banking

Job Responsibilities: - Worked as a Quality Analyst, monitoring calls & mentoring teams on their communication and call-handling etiquette.

# Education:-

* B.Com completed in 2007
* ISC completed in 2003
* ICSE completed in 2001

I hereby assure the information furnished above is true to the best of my knowledge and belief Date: 04-10- 2023 Place: Bangalore