**C.T.Aparna**

Plot No : 21, door #4,

Deepak paradise, Ramalinga nagar,

Sivaprakash nagar, Puzuthivakkam

Chennai, 600091

Mobile:91+9964491800

Appy2119@gmail.com

**OBJECTIVE** :

High performing professional over 13 year’s experiences across managing operation, quality assurance, team player, consequently achieving and providing high standards of customer services

Possesses a M.B.A in H.R.A and expertise in Microsoft Excel and looking to leverage my knowledge and experience into a suitable role

## CURRENT EMPLOYMENT:

**Company : IBM**

**Period : 14th Feb 2019 to present**

**Designation : Assistant Manager (IC)**

**Role Description – Accounts Rceivables/ MDM/Attestation - Team handling(Infineum Project ) from 2020 Jun– till date**

* Handling Cash Apps & refunds.(APAC & US region)
* Handing AR Credit BLOCK
* Handling Credit Reviews.
* Handling Attestation For T&E and P-Card.
* Handling MDM(Master Data Management)
* Handling Daily and weekly calls with clients
* Handling management reports
* Reviewing KPO and DTP's

**Role Description – Accounts Payable Team handling – 5 members**

**Project Singapore Airlines(SIA) – from Feb 2019 – Jun 2020**

* Payment clearing – US, Canada and Brazil station
* Handling QC For invoice Processing
* Reviewing Reports ( Duplicate report before payment
* Reviewing Team Work
* Handling Daily and weekly calls with clients.
* Resolving escalations in process.
* Handling management reports
* Reviewing KPO and DTP's.

Previous Employment:

**Company : IBM**

**Period : 29th March 2016 to 18th July 2017**

**Designation : Team Leader**

**Role Description – Accounts Payable- Team Handling (4 members)**

**Project – Intuit**

* Reviewing KOP (Key Operating Procedure)
* Reviewing oracle and rapid holds and making required reports for management analysis.
* Allocating the work to the associates
* Resolving escalation in process through communicating to clients over emails and calls
* Handling Daily and weekly calls with clients.
* Handling QC team.
* Recognize and celebrate team and team member accomplishments and exceptional performance
* Keep the project manager and product committee informed of task accomplishment, issues and status

**Company : Tata Consultancy Services.,**

**Period : 10th Aug 2011 to 18th March 2016**

**Designation : Sr. Process Analysts**

**Responsibilities : From April 2014 to Mar 2016– Investment Banking (project - Deutsche Bank)**

**Process: GME(Global Market Equities)**

**Role Description**

* Perform remediation activities for static data pertaining to entity level by financial product.
* Involved in Reconciliation of data extracted from downstream systems against dbCAR & Legacy system (application).
* Verifying the data as per vendor source in IDD(Informatica Data Director) tool using Master Data management(MDM)  
  Update the investigation code as per validation
* Research data sources includes dbCAR, dbclient, Avox, Omgeo, Bankers Almanac, Company register, Business DNA, IDD tool, company website.
* Preparing KOP(Key Operating Procedure), Preparing T&M and Quality report on monthly basis.
* Handling QA for Remediation process.(Data Cleansing, Data Validation )
* Detailed understanding of data vendors feeds - D&B, Bankers Almanac, AVOX, Omgeo and Bloomberg and all company’s Country Registrar.

**From AUG 2011 to March 2014** - **Project : Nielsen**

**Responsibilities: Quality Control & Reconciliation**

* Handling QC for invoice processing Team
* Handling payments
* Reconciliation for APAC (in T&E)
* GRIR for all the regions (APAC, EUROPE & US)
* Managing Debit Balance Report.
* Preparing dashboards and IQMS and Casual analysis documents on a monthly basis
* Conducting the training and assessment to the new joiners in the process.
* Ensured the deliverable are completed within SLA
* Provide archiving and the records retention in accordance with policy and consistent with client practices.
* Manual T&E Processing
* Handled both Customer and Vendor master data management

**Company : Steria India Ltd.,**

**Period : Aug 2010 to Jan 2011**

**Designation : AR Process Assistant**

**Responsibilities : AR Calling – Project Whitbread**

* To handling Customer queries both telephonic & emails corresponded efficiently within the TAT
* To ensure unapplied and unidentified cash are followed up with Retained Collectors / In-country Finance Team / Bank for closure
* Posting the receipt transactions and reconcile the same with respective customers account– Cash Application.
* To update the process DTP by monthly basis.

**Company : Accenture Services Pvt. Ltd, Chennai**

**Period : May 2008 to Jun 2010**

**Designation : Senior Process Associate**

**Responsibilities : GLOBAL DATA MAINTENANCE**

* Process GDM tickets raised in CLS
* Ensuring that the tickets are closed within the TAT and   ensure 100% accuracy and effectiveness.
* Provide archiving and records retention in accordance with policy and consistent with client practices.
* Ensured any customer/process queries are raised at the earliest and have a sustained tracking till its effective closure.
* Rigorous incorporation of SARBOX and other applicable audit requirements like SAS -70 & ISO27000 etc as per business requirements for both internal & external.

**Company : Nova Weigh India Pvt Ltd**

**Period : July 2007 to Jan 2008**

**Designation : Sales and Project Co-ordinator**

**Responsibilities : Process Associate**

* Preparing the PO (Purchase Order)
* Handling both telephonic and email Queries.

# EDUCATIONAL QUALIFICATION:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Level** | **Institute/University** | **Period** | **Passed** | **% of Marks** |
| M.B.A - HRM | Pondicherry University (Correspondence Course**)** | 2007-2009 | 2009 | 67% |
| **Bachelor of commerce** | **Prince Sheri Venkateshwara Arts &Science college (University of Madras)** | **2004-2007** | **2007** | **65%** |
| XII Standard (Higher Secondary/Junior College | Violet Matriculation. H.S. School | 2004 | 2004 | 59% |

**Awards:**

* Received Best Performance Awards in Accenture , TCS & IBM
* Received thrice Cash Awards for best performance in IBM

**Hobbies:**

* Dance, spending quality time with kid.
* Volunteer in IBM CSR
* Listing to Music

**LINGUISTIC KNOWLEDGE:** English, Tamil& Malayalam.

#### PERSONNEL DETAILS

Date of Birth : 19-Feb-1987

Gender : Female

Father Name : G. Thiagarajan

Marital Status : Married

Nationality : Indian

**I declare that the above-mentioned details are true to my knowledge and belief.**

**C.T.APARNA Date**

**Place: Chennai**