**Geeta Kumari**

**Career Objective**

A dedicated professional, proficient in processing, leading & training team members. Experienced in Billing, and Credit and Rebill. Well-versed in numerous ERP’s & Tools such as, SAP, Oracle, CRM, Service channel etc. Strong background in Order to Cash domain.

**Professional Synopsis (5+ Years)**

Successfully completed 1 transition which includes process discovery through pilot phase to process go live. 5+ years’ experience throughout in (Order to Cash) – Billing / order management / Credit & Rebill.

**Work Experience**

**Johnson Controls, April/2022 – Present**

Sr. Executive (Credit and Rebill Analyst)

* Completed 3 process (Billing process for General service& inspection as well as credit n rebill) transition within 4 months with our Mexican stake holders, wherein I have performed many critical tasks, such as creating SOP’s, taking follow-ups on the pending trainings, Great understanding of process, Train new batches, clearing all the doubts of my co-workers, continuous interaction with our stake holders to maintain good relation & closing all the gaps/disconnects Providing the customers and clients the modified invoice on the request.
* DOA matrix is followed on the any type of credit amount.
* Also works on consolidation of two invoices into one.
* Experience in auditing the credits done by the team members and provide the final reports to them and the supervisors
* Experience on working various customer tools like Ariba, Tungsten, Corrigo, Coupa Service channel and many more.
* My primary responsibility is to review incorrect billed or disputed invoices to process credit and rebills for field team (Offshore) as well as on sight team. Also, taking care of all the disputed invoice Analyse accounts and set targets - Collection plan / strategy at the beginning of month.
* Work hand in hand with the Dispute team in order to process the credits for the clients.
* Working on almost every single client which includes top 10 client as well.
* Requesting credit approvals from finance team through ACE on disputed invoices.

**British Telecom March 2018- 2022**

**Senior Associate**

* Assisting foreign clients based in based in UK.
* Solution towards query.
* Handling team escalations and updating. them in case of process variations.
* To consult on issues that occur during reviews and to guide on the development process.
* Have been rewarded as an outstanding performer several times.
* Promoted as Billing Operation Associate – BT Video Confrencing handling US location clients and APAC.
* Responsible for month end task and bill run activities
* Provide reports to stakeholders on finance calls in every month end.
* Fetching reports from different Billing systems like Citrix.
* Responsible for print and dispatch of Invoices.
* Provide periodic statements to customers and stakeholders.

AEGIS:

Senior Executive

* Worked in retention department.
* Retaining the customers who are leaving airtel on calls.
* Deals with the real time escalations.
* Providing refund on the high bills on disputed bills.
* Providing full details and explanation on itemized bills.
* Promoted as the quality auditor.
* Awarded as Best employee of the month 5 times.

QUALIFICATIONS:

Graduation B.com

Completed my graduation in B.com Commerce from Sri Venkateshwara College,

Delhi University, New Delhi 110021.

Higher Senior Secondary Certification

Colonel Satsangi Kiran Memorial Public School (CBSE)

New Delhi – 110074

Senior Secondary Certification

Colonel Satsangi Kiran Memorial Public School (CBSE)

New Delhi – 110074

SKILLS:

* Microsoft Office
* Adobe Acrobat
* CRM & Service channel
* Oracle ACE
* Coupa, Ariba, Corrigo, SAP Workflow, etc.

Personal Detail

DOB: May 07, 1995

Languages: Hindi and English

Gender: Female

Hobbies: Travelling, Listening to music and Dancing.

Contact:

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