**Curriculum Vitae**

**Poornima Venkatesh**

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**Objectives:**

To pursue highly challenging ventures where I can contribute to the organization goals and there by simultaneously acquiring new technical skills, contribute constructively with the fullest utilization of my technical and educational background to match the organization’s growth and strength.

**Education:**

| **Degree** | **Specialization** | **University** | **Percentage** | **Year of passing** |
| --- | --- | --- | --- | --- |
| Graduation | B.sc -(Biotechnology, Microbiology, Chemistry) | Villa Marie College (Affiliated to Osmania University), Hyderabad. | 75.6% (Aggregate) | (2006-2008) |

**Professional Summary:**

* 9+ yrs of work experience as a Process developer/Process SME/ Sr. Accounts receivable analyst (IC role) in the BPO industry.
* Good communication capability.
* Maintaining good rapport with the team members, managers on a constant basis.
* Very flexible and can adapt to any working environment.

**Employment Summary:**

| **1. Industry** | Healthcare (B2B- AR Collections) |
| --- | --- |
| **Organization** | Wipro (Change Healthcare Care) |
| **Designation** | B1 senior Executive |
| **Duration** | 15/02/21 to 28/5/2023 |

**Roles and Responsibilities:**

* Joined as a process SME for Change Healthcare process (B2B) in Feb-2021, managed a team of 6 members and promoted as a Sr. Accounts receivable analyst (IC role) in Jan 2023.
* Handled a portfolio of 350 accounts. To collect payments from our customers on current and past due accounts via call/emails.
* Provide training for new hires, discover training needs and provide coaching to team members as and when required.
* Set team goals, delegate tasks and set deadlines and oversee day-to-day operation.
* Monitor team performance and report on metrics.
* Discuss process updates during daily huddle, SLA targets, team performance and other challenges.
* Conduct bi- weekly account reviews for team members, handle escalation emails and supervisor calls.
* Worked on **ERP- SAP** tool and other applications like **GetPaid, Selectica, JIRA (ticketing tool), MS Excel.**
* Report weekly/monthly SLA targets to the client via emails/calls/ discuss during weekly dashboard meetings.
* Advise team members on various strategies on how to collect the payments from our customers to meet our monthly SLA targets and quarterly cash goals.
* Co-ordinate with internal sales team/other departments to understand the challenges on accounts with issues and why the collections is on hold.
* Recognize high performance and reward accomplishments.

**Achievements:**

* Appreciation from the client for good process knowlege and team management skills.
* Received winner circles points on a constant basis for best performance from the management.
* Promoted from B1 executive to B1 senior executive in January 2023.

| **2. Organization** | Genpact India Pvt. Ltd (Synchrony collections- B2C process) |
| --- | --- |
| **Designation** | Process Developer |
| **Duration** | 04/05/18 to 13/02/2021 |

**Roles and Responsibilities:**

* To collect payments from our customers, advise them of necessary actions and strategies for debt repayment.
* Answer customer queries regarding problems with their accounts.
* Negotiating payments while continuing to build a positive relationship with customers.
* Record information about financial status of customers and status of collection efforts.
* Manage collection efforts with a high level of persuasiveness and professionalism.
* Arrange for debt repayment or establish repayment schedules based on customer's financial situation.
* Advise them on various plans for debt repayment during financial hardships, medical emergency, unemployment etc.
* Maintain positive customer relationship and minimize bad debt exposure.

**Achievements:**

* Best performer of the year and **Gold award** (twice) for Synchrony Collections process in the year 2019 and 2020.

| **3. Organization** | Genpact India Pvt. Ltd (Google Adwords process) |
| --- | --- |
| **Designation** | Process associate |
| **Duration** | 24/05/13 to till 1/04/2016 |

**Roles and Responsibilities:**

* Have good knowledge on AdWords, AdWords Express, Google My Business and Google Analytics.
* Worked in rotational shifts and supported various channels like phone, chat, emails.
* Was part of Google SRP program, helped advertisers in optimizing campaigns and improve ROI.
* Helping advertisers to set up AdWords campaign based on their business and optimize for better performance.
* Achieved daily, weekly and monthly targets and maintained 90% and above CSAT on a monthly basis.

**Achievements:**

* Bronze award for best performance in 2014-2015 for Google process.
* Appreciation on social media (twitter) for best customer service provided on Google AdWords.

| **4. Organization** | Monster.com |
| --- | --- |
| **Designation** | Client Relations executive |
| **Duration** | 18/10/10 to till 12/09/2012 |

**Roles and Responsibilities:**

* Handle inbound and outbound calls as well as answer client emails.
* To provide complete training to the clients on the job portal.
* Post their requirements on the site.
* Search resumes in our database based on clients requirement
* Bulk mail to candidates in case of any walk in drive conducted by various companies or consulting firms.
* Regular follow up calls with clients to check how the services are going on at their end and provide assistance if required.

**Distinctive Skills:**

* Good written and verbal communication skills, interpersonal skills, ability to maintain good inter-personal relationships and a good team worker.
* Self - reliant and highly committed towards assigned work.
* Quick learner and a good performer.
* Self driven personality coupled with problem solving attitude.

**Declaration**:

I hereby declare that the above information furnished is true and correct to the best of my knowledge and belief.

**Poornima.V**