

Resume

Name:- Vivek V Bhosale

Profile:- Senior Analyst

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PROFILE SUMMARY:-

Working Professional with over 8 years of experience in different fields like Accounts Payable, Real Estate, E-Commerce, and Order Management and fulfillment. A team player and a highly motivated individual willing to learn new technologies and methods.

TECHNICAL SKILLS:-

- **SAP(Material Management).**
 - **Salesforce (SFDC).**
 - **Service Now (Ticketing Tool).**
 - **CRM.**
 - **Microsoft Excel.**
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WORK EXPERIENCE:-

Solitaire – Real Estate Company

Designation:- Senior MIS Analyst

Tenure:- February 2023 to December 2023

Being part of the **Sales MIS team** responsible for preparing and sending reports and keeping track of client's payments.

- Demand and Reminder creation as per client's payment plan based on work completion milestones of commercial and residential projects.
- Maintaining Demand Raised, Audit, Due date, Total Due, and Collection report.
- Perform Mid-Month and month-end reconciliation of every ongoing commercial and residential project.
- Keeping track of client's payments according to their unit work completion.
- Sharing Payment Request Letters, Possession Letters, Maintenance Letters, and Reminder Letters as per defined timeline.
- Closely monitoring every site visit and maintaining a tracker of the same.
- All projects handled from booking till possession.
- Handled customer disputes as part of the customer escalation Team(CARE Team)
- Keeping track of New bookings, current bookings, and cancellations of commercial and residential projects.

Accenture Technologies Ltd. Bangalore

Designation:- Order to Cash Senior Analyst

Tenure:- June 2021 to September 2022

Part of the **Order Management and Fulfillment team**, responsible for **managing supply chain functions** - creating, processing, invoicing, and delivering sales orders using t-codes through SAP. **Roles and responsibilities included:**

- **Sales Order Creation/Modification/Reconciliation, Invoice Creation, and Sales Order Delivery.**
- Ensure have met **Service Level Agreements (SLA)** on timelines and with accuracy.
- Worked on Ship to and Bill to creation.
- Process reconciliation, delivery, and invoicing of the Sales Order as per request received from the Business Analyst and SPOC in Salesforce.
- Processing opportunities received in **Salesforce** and **HDF** within the given TAT.
- Maintain **Exception, Quality, and Production tracker** daily.
- Preparing **DTP (Desktop Procedure)** as per the requirement of the client.
- Completed mandatory engagement training through **my learning portal**.
- Handled basic reporting for the Team.
- Weekly client calls to discuss Process Updates, Suggestions, Challenges, and improvements.
- Worked on tools like **Salesforce, SAP, and Ticketing Tool (Service Now).**

Digital Age Retail PVT Ltd. (Firstcry.Com), Pune

Designation:- Senior Customer Consultant

Tenure:- October 2019 to August 2020

Part of the **E-Commerce Customer Support Team**. Roles and responsibilities included:

- Worked on modification of Customer's e-mail ID, shipping address, and mobile number.
- Resolving customer queries through **calls, chat boats, and e-mails**.
- Identifying customer requirements regarding products and suggesting related offers.
- **Escalation calls and email** handling
- Handling irate customers and providing them with resolution.
- Maintaining KRAs like **AHT, Quality, and Utilization**.

Infosys Ltd.

Designation:- Senior Accountant

Tenure:- May 2014 to July 2019

Part of the **Procure to Pay (Invoice Processing) Team**. Roles and responsibilities included:

- Ensure **timely processing of the invoices** and thus **timely payments** with the productivity of 80-100 invoices per day. All **invoices are approved as per company guidelines**.
- Invoice clarification including interaction with purchasers, requisitions, and/ or vendors.
- Re-routing of invoices as per the type and region matrix
- Raising proper queries to business in case of any issues in invoices processing and resolving the issues
- Recognize and communicate potential issues to the respective team in case of necessity.
- Contributed **ideas and actions** toward the **continuous improvement of processes** within the area of influence.
- Supporting **clients to ensure timely payment to the vendors** by processing Invoices within a given TAT.
- Preparing and maintaining **Minutes of Meetings (MOM)** on time.
- Review and update the **Standard Operating Procedure (SOP)** every week.
- Handling clients and vendor e-mails as a priority.
- Processed **Purchase orders (PO) and non-PO-based invoices for 26 different countries**.
- **Weekly call with the client** to discuss current progress and new suggestions regarding process improvement.
- Handling **Critical Vendor Invoices** to get them processed within time and avoid any escalations.
- Processed **language barrier invoices** with the help of **Lexi Logo Keyboard**.
- Followed Tax guidelines as per region, SOP, and Vendor exception while processing an Invoice.

ACHIEVEMENTS:-

- Worked as a part of the **Process Improvement and Process Harmonization** Team.
- Processed **2000+ Invoices in a month with 99% accuracy**.
- Appreciation Emails from Clients and Managers for completing tasks on time with 100% accuracy.
- Recognition received from Clients, Seniors, and Higher Management.
- Received awards **I-Star, Star Performer, Best Email, and Extra Mile for best performance**.
- Achieved KPIS like **lowest AHT 90 seconds, 100% attendance, and 92% utilization**.

ACADEMIC QUALIFICATION:-

- B. Com: 2014: Pratibha College of Commerce & Computer Studies: Pune University.
- H.S.C.: 2005: Maloji Raje Agricultural College, Phaltan, Satara: Shivaji University.
- S.S.C.: 2003: Mudhoji High School, Phaltan, Satara: Shivaji University.

PERSONAL DETAILS:-

- Date of Birth: 29th January 1988
- Marital Status: Unmarried
- Hobbies: Listening to music, Watching Movies, Singing.
- Languages Known: **Marathi, Hindi, English**.