Curriculum Vitae

Nagaraj Alapati

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Title - Accounts Receivable Professional

Objective

An opportunity to work in a vibrant and exciting environment that harness my skills and contribute positively towards the growth and prosperity of the company and to secure a position in this ever-expanding field by my sincerity, hard work and dedication

Profile Summary

Current Project: Order Entry Management

Current Organization: Infor Global Solutions India Pvt. Ltd.

Designation: **Senior** Financial Analyst

Department: Accounts Receivable

Duration: May 2016to till Date

* Role: **Senior** Financial Analyst in Global Order Entry (NA+LATAM + EMEA+ APAC)
* Responsibility:
* Operations - Primary responsibility is approving the orders processed by the Team in OMP and pushing them to Fulfillment.
* After Fulfillment, completing the orders in the OMP and sending them to Softrax along with Contract documents to License Billing Team for further process of Invoicing and dispatching.
* Secondary responsibility is processing the orders in OMP tool during Month Ends and QTR end close to complete the huge inflow of volumes
* Ensuring 100 % accuracy in Processing and Approving of Orders.
* Reporting - As part of Reporting, Preparation of External Queries Analysis Report, Productivity Report, Daily Volume Status report, MMI (Monthly Metrics Information) and Operations Dashboard.
* Presenting the Dashboard to the Leadership Team and to the Process Owners
* Management of Global Mailboxes
* Trainings - Conducting Refresher Sessions to the Team on monthly basis to keep them updated with the process changes and updates
* Conducting Cross Process Overview Sessions to other Teams on the floor
* Helping Team in resolving their queries related to Process and Updates
* Provided 15 to 20 Process Improvements Ideas of which 3 turned into Kaizen’s as it reduced the productivity time in processing and cost to company
* Career Development Program - Being LC (Lead Coordinator) and backup to Team Lead, managed the team of 14 Members in the absence of TL
* As part of CDP (Career Development Program), LCs are suppose to work as Acting Team Lead for one week every month and will be assessed in 360 degrees by Team, TLs , Process Owners and Management. Since 5 years I am performing this activity of Acting Team Lead.
* Participated in Open Mike, GD, Extempore and Interactive Sessions
* Application: Softrax Operations (Order Management Portal), Softrax, ICRM, Citrix, PMQA Tool & Salesforce.com

Project4: License Billing

Current Organization: Infor Global Solutions Pvt. Ltd.

Designation: Financial Analyst

Department: Accounts Receivable

Duration: November 2011to April 2016

* Role: Financial Analyst in Global License Billing (NA + EMEA+APAC)
* Responsibility:
* Primary Responsibility is billing which includes raising the Invoices, Credits and Re-bills.
* Preparation of Operational Metrics (Daily Trackers, Open Orders Report, Batching Reports and Weekly Dashboards etc.).
* Participated and actively conducted daily / weekly calls with clients.
* Provided adequate back up support to team to achieve the team goals.
* Trained new team members to bring them up to the learning curve
* Conducted process refresher trainings whenever there is change in process steps.
* Actively participated in the process improvements and standardization projects at process & tower level.
* Shared best practices with the team to enhance the individual productivity and process efficiency levels.
* Helped Team Leads in providing inputs and preparation of operational metrics reports (Daily Trackers, Weekly dashboards etc.) in both the regions.
* Positive feedback received directly and indirectly from the process owners.
* Efficient contributor for sharing some of the observations at Process
* Experimental in handling different processes within LB team.
* Application: Working on IBM Cognos, Citrix, Softrax and SmartStream, PMQA Tool & Salesforce.com
* Awards: Received Customer Delight Award from the Process Owners consecutively twice for processing more invoices within TAT and with 99.5% Accuracy.

Project 3: Maintenance Billing

Current Organization: Infor Global Solutions Pvt. Ltd.,

Designation: Financial Analyst

Department: Accounts Receivable

Duration: December 2009 to October 2011

* Role: Financial Analyst in Auto-Renewal Maintenance Billing for North America Region
* Responsibility:
* Generating the workflow reports for the team, distributing them to the team and analyzing the quality of the team
* Preparing the weekly dashboard activities of the team and presenting it to the Management
* Sorting out issues in process to maintain SLA in all situations.
* Handling and resolving team’s queries
* Knowledge Transfer to the new joiners
* Maintaining the team’s performance reports
* Renewing the maintenance service contracts of Infor services which are going to end
* Generating reports, research if any new purchases or new users and updating in the systems.
* Sending out Notification to customer about Renewal with correct uplift percentage.
* Follow up with clients for renewal of contracts.
* Negotiating & giving discounts (if necessary) to customers if they are going to end contracts with Infor.
* Sending Trade invoice by validating Customer address, due dates, Payment terms, tax amounts etc. based on customer acceptance.
* Applying Cash in systems and sending final invoice once customer pays. Escalating to collectors if any deviations in collections.
* Raising Credit note requests.
* Application: Worked on IBM Cognos, Citrix, Softrax and Smart Stream, Sales Force

Cross Training: Cash Application Process (NAM):

* Received cross training on Cash Application Process(NAM)
* Learned to Download Statement from RBS bank website.
* Auto uploads the Bank Statement in the Smart Stream (ERP) to recognize the

Project 2: Content Writer\Research Analyst

Current Organization: ICFAI Research Center

Designation: Research Analyst

Department: Publications

Duration: December 2007 to May 2009

* Responsibility:
* Primarily a content research-based function, which includes collation of relevant content for compiling Executive Reference Books. Core function includes content research in different areas of Management, Finance & Accounting.
* Liaising and communicating with global authors/sources and subject-matter experts to source rich content on time with all necessary clearances.
* Screening, documentation and presentation of content in the process of developing knowledge products.
* Ensuring quality compliance
* Web Research, Content Writing, Abstracting, Indexing and Summarizing of articles.

Project 1: Pay Accounts Clerk

Current Organization: INDIAN AIR FORCE

Designation:Clerical

Department:Defense

Duration: October 1994 to May 2005

* Responsibility:
* Controlling of Air Force Local Budgets and Submission of their periodical and monthly returns.
* Maintenance of Cash Book, Double Entry Accounting System.
* Filling of Income Tax returns of Air Force Personnel and their submissions.
* Dealing with pay and allowance of officers/Airman/Non-combatant (enrolled) and Civilians.
* Dealing with provident funds, TA/DA for the movements of personnel on duties as per their entitlements

EDUCATION

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| --- | --- | --- |
| University/College | Degree | Year |

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| --- | --- | --- |
| DR. BRAOU | Bachelors of Commerce (Accounts) | 2005 |
| Osmania University | Master’s in Business Administration (Finance) | 2007 |

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| **Skills** | **Proficiency** |

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| 1 | Microsoft Excel | Skilled |
| 2 | Office 2016 (Access, Excel, Outlook, PowerPoint, Word) | Skilled |
| 3 | Reconciliation Analysis | Skilled |
| 4 | SmartStream | Skilled |
| 5 | Softrax | Expert |
| 6 | IBM Cognos | Skilled |
| 7 | E- Sales | Skilled |
| 8 | Pivotal | Skilled |
| 9 | Infor Extreme | Skilled |
| 10 | SalesForce.Com | Skilled |
| 11 | ICRM | Skilled |
| 12 | Softrax Operations (Order Management Portal) | Expert |

DECLARATION

I solemnly declare that to the best of my knowledge and belief, the information given in this CV is correct, complete and truly stated.

(Alapati Nagaraj)