

VANMATHI B

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EXPERIENCE DETAILS

Position : **Customer Service Associate** (Accounts Receivables, Investigation & Reconciliation and Order to cash)
Company : **Accenture Solutions Pvt Ltd**
Duration : **November 2018 to Present (3 Years)**

CAREER SUMMARY

- Working in Cash Receipting which deals with customer payment (EFT & CHQ) allocation as a part of account receivables.
- Allocating customer's payment to their respective account as per remittance.
- Chasing up for missing remittance via email and call to onshore customers.
- Posting customer's payments after investigation in applications like SAP, web-based application and mainframe.
- Sending daily report on overall Un-allocated payment and Itemized status for top contributors.
- Handles Customer Enquiry mailbox related to all sort customer enquiry in relation to their complaints & enquiry with detailed investigation using the SAP tool and other tools.
- Managing all end to end process related to cash receipting & posting.
- Created an effective and well-designed Dashboard with volume, aging details quality FTE requirement and action plans.
- Handling 3 DB's like SAP, Gentrack & Zuora.
- Monitoring the applications within the given TAT period on monthly basis.

TECHNICAL PROFICIENCY

- Tools : MS-OFFICE, SAP, Gentrack Velocity.

EDUCATIONAL QUALIFICATION

- **M.SC** from Shri SSS Jain College for Women (University of madras) with aggregate of **80.00%, 2018**
- **B.SC** from Shri SSS Jain College for Women (University of madras) with aggregate of **71.00%, 2016**
- **HSC** from Ashok Nagar Govt Girls Hr School, Chennai with aggregate of **56.00%, 2013**
- **SSLC** from Ashok Nagar Govt Girls Hr School, Chennai with aggregate of **68.00%, 2011**

SKILLS

- A result oriented professional with around 3 years of experience as a payment officer in an Australian based backend process.
- Ability to handle multiple task to deliver the expectation level.
- Good operation skills and utilizing 100% utilization.
- Good in Analytical, Investigation & Time Management.

- Updating the team on follow ups, mentoring, good in documentation and drafting the action plans with implementation.
- Knowledge of Microsoft Office like Word, Excel and Outlook
- Smart working and self-motivated, Communicative and ambitious with a zeal to gain more knowledge.
- Ability to understand and translate business requirements into implemental solution and design.

STRENGTH

- Adapting to the environment.
- Positive attitude.
- Dedication towards work.
- Willingness to understand work standards.

ADDITIONAL QUALIFICATION

- Internship training on design and developing web application using Asp.Net.
- Pre-placement training in Talent sprint, Mehta institute of career training and sieger.

PERSONAL INFORMATION

- Father Name : Bharathi. A
- Mother Name : Meena Kumari B
- Date of Birth : 30th Oct 1995
- Marital Status : Single
- Nationality : Indian
- Languages Known : English and Tamil (Speak, Read and Write)
- Hobbies : Listening music, Drawing
- Permanent Address : No:41/F2 1st Floor V.G.P babu Nagar 2nd Main Road, Medavakkam, Chennai- 600100.

DECLARATION

I hereby declare that the above mentioned information is correct to the best of my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Place: Medavakkam

Name: Vanmathi B

Date: