

SIVARAJ MANOHARAN

G3 Brindavan Appartments, 451,
Sundaresan Street, Gnanamurthy Nagar,
Pattavakkam, Chennai – 600 053
Email ID: Samuelm_sivaraj@yahoo.com
Mobile No: 9884854948 & 8056263199

OBJECTIVE:

To assist and surpass in all strenuous assignments entrusted upon me and to take in privileged responsibilities at the shortest possible time and to be a part of a team that helps to achieve the organization success.

EDUCATIONAL QUALIFICATION:

BBA (Administration) 2003 A.A. Arts and Science College, Chennai
University of Madras, Chennai

MBA 2006 – 2008 Master of Business Administration (FINANCE)
TWINNING PROGRAMME (Distance Education), Loyola College, Chennai.

TECHNICAL SKILLS:

Knowledge in computer applications: SAP, Citrix, MS Office & PDF Editor.

JOB EXPERIENCE:

Total work experience	Total 15 Years and 5 Months
Work experience in TCS - BPO	13 Years & 8 Months
Current Position	<ul style="list-style-type: none">• Assistant Manager (Grade 4)• Accounts Receivables (O2C)
Total Domain Experience	<ul style="list-style-type: none">• Finance & Accounting• Banking Process• Data Conversion
Other Skills	<ul style="list-style-type: none">• Team handling skills & Good Client communications skills• Good Analytical and strategic thinking skills• Good Client Orientation skills
Travelled Onshore	<ul style="list-style-type: none">• Travelled Onshore (Prague, CZECH Republic) in Aug 2010 and successfully completed SAP Script Writing & Testing. Migrated current Process into SAP• Travelled Onshore (Schaumburg, USA) in Aug 2013 and successfully downloaded three major process to offshore.• Travelled Onshore (NY & California, USA) in March 2018 and successfully transitioned 4 major process to offshore.

Organization : TATA Consultancy Services Ltd
Project : Order to Cash (AR) & G/L Activity
Duration : Nov-2007 to Till Date
Designation : Assistant Manager

PROCESS DESCRIPTION:

BILLING, CASH APPLICATION & G/L RECONCILIATION:

- Managing monthly billing & revenue for 20 business units.
- Currently handling 47 members team with 3 team leads
- Handling high profile customers
- Delivering Quality related data to Onshore and Offshore managements
- Presenting Monthly performance deck with Customer and Internal Management
- Daily and Weekly meet with team on Target status and plans
- Weekly and Monthly meet with Leads on SLA's deviations and Corrective/ preventive actions
- Handling collections part through emails and follow ups.
- Billing, Cash and Collections Reconciliations
- General Accounts Reconciliation for Deferred Account, Unbilled Account & Intercompany Revenue Share Account.

CONTRIBUTION TO MY TEAM:

- Circulating an internal & external reports every month for validations.
- Cross training are conducted between each businesses
- Creating Backups for each and every process in the team
- Maintaining good rapport with Customers and team.
- Training team members/new joiners (Orientation Program)
- Self-starter with excellent communication, interpersonal & leadership skills.
- Focused on control framework by adopting all the key and non-key control aspects into the process.
- Managing Audits and full filling audit requirements for all business units (Both Internal & External).
- Recognizing best doer for the month and will be rewarded

ACHIEVEMENT DURING THIS TENURE:

- Travelled Onshore (Prague, CZECH Republic) and successfully migrated SAP roll-out process and received appreciation from Client.
- Travelled USA for couple of time and transitioned major business into offshore
- Getting regular positive feedback from the business and internal management.
- Recognized for legacy clean up activity and preparation of reports on monthly basis.
- Maintaining constant rapport with Business people.

TOOLS & APPLICATIONS USED: SAP, MS Outlook, Citrix, PDF Writer & MS-Office

Organization : HSBC OPERATIONS & PROCESSING ENTERPRISES PVT LTD
(Synergy India Pvt Ltd)
Department : Investigations & Statement Processing- Banking Process
Duration : Apr 2006 to Oct 2007
Designation : Officer

PROCESS DESCRIPTION:

INVESTIGATIONS & STATEMENT PROCESSING

- Handling Customer (Bank Front End Officers) Queries through Emails & Telephone.
- Issuance of Certificates: Interest Certificate, Balance Confirmation Certificate, GIF & FIRC.
- Issuance of calculation: Term Deposit Break ups, Credit & Debit Interest.
- Retrieving of Archived details (Customer Details & Cheque copies).
- Providing Customer Account Statement as requested by customers.
- I make sure 100% quality & TAT is maintained.
- Maintaining good rapport with team members and customers.

TOOLS / APPLICATION: Lotus Notes, On-demand, HUB & MS-Office

Organization : MATSHYA INFOTECH
Duration : Feb 2005 to Apr 2006
Designation : Technical Analyst - Data Conversion

PROCESS DESCRIPTION:

DATA CONVERSION PROJECT:

- Conversion of PDF into Word Document.
- German Project & Update of Customer Details (CAMS Project)
- Worked as a team very effectively to get the New Project and got signed off.
- Handling Team in absence of Team Lead.

TOOLS / APPLICATIONS USED: Lotus Notes & MS-Office

EDUCATIONAL QUALIFICATION IN DETAIL:

Course	Institution	Board/ University	Year of completion	Class
SSLC	Railway Bala Bhavan Matriculation School	Matriculation	1998	II
HSC – Accountancy	Bethel Matriculation School	Matriculation	1999-2000	I
Bachelor of Business Administration	A.A Arts & Science College	Madras university	2001-2003	I
Master of Business Administration – Finance	Distance Education, Loyola College, Chennai	Pondicherry University	2006 – 2008	II

PASSPORT DETAILS:

Name as on passport	Passport #	Date of Issue	Expiry Date	Place of Issue
SIVARAJ MANOHARAN	G7898615	15/04/2008	14/04/2018	CHENNAI
SIVARAJ MANOHARAN	R7283264	19/12/2017	18/12/2027	CHENNAI

VISA DETAILS:

Visa Country	Visa #	Visa Code	Visa Start Date	Expiry Date	Place of Issue
UNITED STATES	F7423442	B1	05/08/2013	31/07/2023	CHENNAI

PERSONAL PROFILE:

Father's Name : S. Manoharan
Date of Birth : 03-Sep-1982
Mother's Name : M. Rani
Spouse Name : M. Ananthi
Sex : Male
Marital Status : Married
Nationality : Indian
Permanent Address : Plot No: 48, KGR Vinoth Town
89 Perumalpattu, Veppampattu,
Chennai - 602024
Cell No: 9884854948
Languages Known : Tamil & English
Hobbies : Listening Music & Singing

Place: Chennai

Date:

(M. SIVARAJ)