



PROFESSIONAL SYNOPSIS

- Seasoned Service Delivery Operations specialist having an overall experience of 7 years in ORDER TO CASH (OTC) with the specialization of the processes CASH APPLICATIONS
- Team lead (business process lead) | Tata Consultancy Services
- Successfully done the transition process of Cash Allocations for the country of Portugal via remote KT. Accenture Solution Pvt. Ltd.
- Successfully done the transition process of Cash Allocations for the EMEA region via remote KT Tata Consultancy Services.
- Expertise in Managing teams, Process Training, interacting with clients from diverse cultures & efficient at consistently achieving SLA targets keeping client satisfaction as the primary objective.
- A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals.
- Specialized in Transition Processes and make sure the Go-Live goes as per plans and with NO noise from the client.

WORK EXPERIENCE

TEAM LEAD (BUSINESS PROCESS LEAD) | TATA CONSULTANCY SERVICES (TCS) | Feb 2020 – PRESENT

- Enrolled as a Team lead to supervise and guide team members on process.
- To have a quarterly and bi-annual discussion with the team and prepare ratings accordingly.
- To recognize and prepare citations for potential team members on monthly R&R, quarterly and annual awards.
- To maintain prompt report, attendance tracker and supervise team on effective time utilization
- To monitor internal and external postings for the day have been completed by team members for respective locations
- To prepare/update Process Map & SOP's
- To facilitate Team meetings and attend Quality /Production meetings, team Leader Meetings, etc.
- To prepare Daily deposit reports for accounting management
- To prepare monthly reports (KPI, SLA, Error log, Action log) for country calls and represent the team with challenges faced by the team.
- Ensure daily and monthly tasks are met by team members and data to be shared with GPO.
- Responsible for: client satisfaction, successful delivery of work, meeting Service Level Agreements, adherence to the client contract, charging for work that is outside the scope of agreed work, career performance and growth for a small team.

PROCESS ANALYST (SME) | ACCENTURE SOLUTIONS PVT LTD | SEPTEMBER 2016 – JANUARY 2020

- Responsible for training the new joiners
- Responsible for conducting client intro sessions to the new joiners
- Handled calls and concerns from Clients
- Had Responsibility in evaluating SLA & KPI Scores
- Maintained communications between Cash Application and Collection
- Responsible to prepare annual volume report
- Have conducted the weekly audit on cash application activities

FINANCIAL ASSOCIATE | HEWLETT PACKARD ENTERPRISE (HP) | NOVEMBER 2014 – JULY 2016

- Preparation of daily incoming report
- Posting of daily incoming and outgoing payments
- Processing FI requests based on the requirement.
- Responsible for processing prepayment in Russia
- Liable for reconciling the transactions that were made through PDC entries (cheque payment).
- Initiating Process training for new joiners, Quality Audit done related to process on a daily basis placed and clarify their queries if any by my Team members.
- Liable for reconciling the transactions that were made through PDC entries (cheque payment).
- Preparing AR Recons every month.
- Follow up for Case payment by the purchaser.
- Processing JV's and Excel upload in SAP.
- Taking reports of daily FX rate.
- Processing CIT clearing.

VALUES OFFERED

PROCESS KNOWLEDGE & EXPERTISE

- Cash Application – OTC
- General accounting – RTR

KEY SKILLS & COMPETENCIES

- Strong decision making and problem-solving skills.
- Able to motivate and lead others in a team environment.
- Excellent communication skills, both written and verbal.
- An ability to build rapport and trust quickly with work colleagues.
- Able to prioritize tasks and workloads in order of importance. Track record of delivering results with deadlines.

TRANSITION ENGAGEMENT

- ✓ In the month of Aug-Sep 2016, successfully done the transition process of Cash Allocations for the country of Portugal via remote KT, and Process went live in the month of Nov-2016 and without any hiccups and got many Appreciations from the client and internal stakeholders.
- ✓ In the month of May-Jun 2020, successfully done the transition process of Cash Allocations for the EMEA region via remote KT and same has successfully transferred to peers and process went LIVE and stabilized the process successfully.

ACADEMIC QUALIFICATIONS

Bachelors of Business Administration (BBA) | Vels Institute of Science, Technology & Advanced Studies (VISTAS) | Chennai | 2011–2014

APPLICATION COMPETENCIES

- ✓ MS-Office
- ✓ Mainframe
- ✓ Lotus notes
- ✓ Hands-on experience with SAP (Sales & Distribution - SD) – R/3, BW, MRP and WRP

HOBBIES

- ✓ Listening to songs
- ✓ Playing Table Tennis, Volley Ball and Badminton

PERSONAL INFORMATION

Father's Name	Dhanabal A – Late
Mother's Name	Rani D
Date of Birth	18 th September 1993
Passport	S9974972
Marital Status	Single

DECLARATION

I (BALAAJI D) hereby declare that the above-written particulars are true to the best of my knowledge and belief.

Date:

Signature: