**Gaurav Kumar Gupta**

7.5 Years of Experience in Client Servicing Operations in the Financial & Accounting Services sector.

**2006‐ 2016**

**Career Objective**

To work in a competitive and challenging work environment where my skills could be effectively utilized & enhanced to contribute to the success of the organization and Seeking assignments especially in Financial Accounting.

**Career Abstract**

* A professional MBA(PGDM) in Finance with 7+ years of experience, currently associated with EXL Service Pvt. Ltd. as an Assistant Manager – Client Operation
* Successfully transitioned & stabilized 3 sub process from USA to EXL Noida, INDIA
* A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing excellent management skills and having the ability to work with the minimum of supervision whilst leading a team of fifteen or more. Having a proven ability to lead by example, consistently hit targets, improves best practices and organizes time efficiently.
* Ability to multi-task, work under tight deadlines and also work with minimal supervision.
* Efficient analytical & numerical skills with abilities in working in teams for achieving organizational goals.
* Proven abilities to develop procedures, service standards and operational policies and reporting tools. Possess excellent communication, relationship management, team building and analytical skills

**Competencies**

* Strong decision making and problem solving skills. Able to motivate and lead others in a team environment.
* Able to prioritize tasks and workloads in order of importance. Track record of delivering results with deadlines.
* Motivating the team to achieve high standards and KPI targets.
* Performance Analysis through data collecting analysis & summarizing
* People Management skills, ability to lead & work with cross functional teams.
* Planning skills –ability to prioritize task & deliver assigned task per deadliness.
* Develop team career path & professional skills
* Production, Productivity & Quality Measurement
* Develop Strong client Relationship, manage the work & relation between other departments
* Training & Coaching employees

**Career Contour**

**Assistant Manager (F&A Operation) – EXL Noida June'13 to Dec'15)**

**Key Deliverables**

* Leading & managing a team to support Premium Accounting Tower (Oder to Cash) for one of the top US Insurance Company
* Ensuring that all the Cash application, Journals, financial reporting, monthly reconciliation report is submitted on time there by having strong control on closing movements
* Interacting regularly with client to ensure that all the escalations/ issues are timely resolved
* Ensuring that all the client SLAs & KPIs are achieved & they are in line with the agreement
* Preparing weekly dashboards
* Review SOP’s and get it sign off from client for training purpose and backup planning
* Working effectively in training new hire & cross training related requirement for the process
* Praise team members and creates a positive working environment. Providing prompt and accurate information on individual performance
* Running the process on minimum MEI

**Senior A\R Analyst – Primus Telecommunication (Rimhub), Gurgaon July’11 to June’13**

**Key Deliverables**

* Leading a team of 7 members for Account receivable tower in captive unit of Primus Telecommunication (Rimhub)
* Segregate daily work of lockbox, wires & credit card payment
* Perform reconciliation of credit card and check/ACH/wire payments with Bank Statement for each calendar month
* Process customer refunds and submit to the AP department for payment
* Inputting and posting credits for internal accounts & posting fraud credit monthly
* Inputting and posting monthly write off/bad debt for customer accounts
* Handle research and adjustment entry requests received from other departments
* Input and post monthly revenue entries into the GL (Grate Plane Software)
* Perform analysis on monthly write-offs & it’s affect to yearly revenue
* Perform weekly cash flow analysis & Perform monthly reconciliations of designated GL accounts
* Booking all month end entries & preparing all reconciliations.

**Collection:**

* Closely watch on A/R aging report to manage collection
* Submit accounts to 3rd party collection agencies (Manila Center)
* Withdraw accounts from the agencies when payments are received directly by primus/lingo

**Accountant – Anand Trading Company, Kanpur June’10 to July’111**

**Key Deliverables**

* Handling billing & cash counter
* Maintain daily entries
* Manage daily payment to vendors

**Process Associate – GENPACT (Global F&A) April’09 to April’1001**

**Key Deliverables**

* Cash Application
* AR entries & Cash Reconciliation

**Billing Operator & Sales Supervisor – Ravi Electricals July’06 to April’0801**

**Key Deliverables**

* Handle retail billing & Cash counter
* Weekly market sales & Collection

**Notable Credits**

* **‘Special Recognition Award’** for the year 2013 from client
* **‘Best Assistant Manager Award’** for Q2 of 2014
* **Best Team Award** in **Q3’**2014
* **HERO’s @ Work** Award in the month of July’14
* Multiple appreciations from client, segment & senior management
* Successfully managed Process **R&R**, Employee Engagement & Fun Committee

**Financial ERP Knowledge**

* Oracle 11i
* Microsoft Grate Plane
* People Soft 8.4 & 9.0

**Professional Strength**

* Ability to work in a team and give stream co-operation.
* A quick learner with creativity and enthusiasm with proven problem-solving skills.
* Good organizing ability and communication skill.
* Capability in Observing and adapting to the work culture of the Organization.

**Professional Qualification**

* Certificate in **NCFM** (Beginners module, **Capital Market** & **Surveillance in stock exchange**)
* Going through with M.C.C.P.(**MCX Certified Commodity Professional**).
* Proficient with use of Windows & MS Office.

**Academic Qualification**

* PGDM (Equivalent MBA, Batch 2008-2010) in Finance from **BLS Institute of management**, Ghaziabad
* B.COM. in Finance (Completed in 2006) from **Kanpur (CSJM) University**, Kanpur
* 10th & 12th from (Completed in 2001 & 2003 respectively) **U.P. Board**, Allahabad

**Personal Features**

* Good communication skills and interpersonal skills.
* Soft spoken, well-mannered, self-starter with a must do attitude.
* Willing to face new challenges & believes is the dignity of hard work.
* Bear good and smart body.

**Personal Details**

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* Email : [Gauravglobal@yahoo.com](mailto:Gauravglobal@yahoo.com)
* Visa Status : U.S. (B1/B2) Valid till 2020

Date: (Gaurav Kumar Gupta)