**Ashwini M**

**Mobile:** +91- 97383 65527 **E-Mail:** [ashwinihm1113@gmail.com](mailto:ashwinihm1113@gmail.com)

**Objectives**

To contribute & move ahead with my career experience in the field of Finance & Accounts into an Organization where I can provide my managerial skills to the advancement and be involved as a part of a team that dynamically works towards the growth of the organization.

**Executive Summary**

* **Overall 6 Years** of experience in the areas of Finance & Accounting.

**Career Contour**

**Current Organization: Oracle India Pvt Ltd**.

**Duration:** Sept 2013 to till date

**Position Held: Senior Cash applications & Collections Analyst (Quality)**

**Roles and Responsibilities: Cashapps, Collections & Quality**

* Creation of ACH and WIRE receipts
* Working or Managing Top dollar/ high paying and strategic accounts customers for Oracle US.
* Application of cash on a daily basis
* Research on NRI lines by calling or mailing the customers
* Performing Audits for Cash applications & Collections.
* Working internally with other Oracle supporting groups i.e. Order Booking, Cash Applications, Credits, Contracts, Tax, Controllers and Accounts receivable teams to resolve all disputes raised by the customers.
* Contacting Customers through Phone & Email.
* Performing Predeliequent collection activities on a weekly basis
* Responding to all queries both from Internal and external customers in timely manner as per the agreed turnaround time
* Sharing Feedbacks to each analyst and audit observations to the Management.
* Conducting Sessions for the team to discuss on Errors.
* Publishing Dashboards on a monthly Basis
* Conducting New Credo session for New Joiners
* Create invoices daily and send to the customers and Issuing monthly statements to the customer
* Batch and Receipt creation: Creation of Check receipts through Auto Lockbox and Manual creation of WIRE receipts
* Prepare and send notifications of payments past due
* Processing of refunds to customers on overpayments, duplicate payments and credit memo
* Working with Order Management team for booking of invoices
* Training new hires
* Preparing desk manuals for the process
* Preparation of count efficiency resolution reports and publishing on daily basis for the team
* Co-ordinating with other teams on book closer activity at the end of accounting periods (Month, quarter & year)
* Responding to Cashapps queries

**Achievements Oracle India Pvt Ltd.**

* Received YAR (You Are Recognized) award three times for “Outstanding Performer” in GFIC - Oracle
* Received Cash Award Sixteen times for “Outstanding Performer” in the team
* Also received considerable number of appreciations from the customers and managers for timely deliverables and better performance

**2nd Organization:**

**Organization: Hewlett Packard**.

**Duration:** May 2012 to Sept 2013

**Position Held:** Financial Process Associate

**Roles and Responsibilities**

* Applying the payments to customer’s accounts.
* Taking care of customer’s Issues via letters, emails & calls in Accounts receivable.
* Worked on refund issues and sending refunds to the customers
* Closely work with the Credit Checking team, Special Billing team and Agency Liaison
* Extracting reports on a daily basis and distributing amongst the team.
* Researching checks sent by customers and applying to the correct customer account
* Conducting quality check of the team
* Writing off payments received prior to one year.
* Reconciliation customer’s Bank account/ Credit card accounts Payments with Client customer accounts.
* Returning cheque’s back to the customers in case of Insufficient funds, Invalid Banking Information, Closed accounts, Stop Payments etc
* Caring our assigned work in order to meet TAT on a daily basis
* Training new joiners to meet up to the process expectations/requirements
* To make the required adjustments in the customer’s account.
* Working on special requests from customer like combining and separating the accounts and adjusting with the price changes accordingly.
* Maintaining the quality records errors and publishing among team

**Reward and Reorganizations**

* Won Kaizen Award for contributing ideas to improve productivity in the process and improving the quality in the process
* Received the award of “Super Talented Achiever” award for timely deliverables and better performance in the Team

**3rd Organization:**

**Organization: IBM**.

**Duration:** June 2010 to Feb 2012

**Position Held:** Process Executive Operations (Level-1)

**Roles and Responsibilities**

* Responds to internal and External inquiries
* Handling Customer queries related to billing, VAS, 3G and follow up of customer complaints
* Updating Customer details in a Spreadsheet
* Daily Reviewing of transactions of customer accounts.

**Reward and Recognitions**

* Awarded as Super Talented Achiever in 2011
* Awarded the Ovation Certificate the significant contribution to the team
* Appreciation from Clients

**Personal Details**

* Date of Birth :11th Apr 1989
* Father’s Name : Maruthi H K
* Gender : Female
* Nationality : Indian
* Languages Known : English, Kannada & Hindi
* Address : #3, 9th Main, 10th Cross, Magadi road, Bangalore – 560023
* PAN Number : ASVPA9896M

Declaration:

I hereby declare that the above information furnished by me is true to the best of my knowledge.

Date:

Place: **Bangalore Ashwini M**

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