# **Swati Punj**

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**Career Objective**

To develop myself as a high ranking management professional by working in challenging environment with responsibility where I can apply and grow my skills and talent.

**Organizational Profile**

**A) Company-Discovery (Discovery Communications India)**

Designation – **Senior Associate, Finance operations, distribution**

Duration– **2018-2019**

**Core Job Responsibilities**

• Keep vigilance on affiliates account through scrutinizing the same on regular intervals.

• Ensure and provide all the support to the Sales & Distributors in achieving regions Collection Revenue targets by entering RTGS, Cheques, Demand draft and generating DSN for these collections.

• Providing better customer satisfaction by activating channels / replacing faulty assets on a timely basis.

• Monitoring timely deactivation to protect the organization's business interests.

• Monitoring Collection & Revenue for the North region.

• PAN India billing co-ordination.

• Steering zero non-conformities in statutory audits.

• Extracting timely & useful reports for the management to take business decisions.

• Answering queries from sales, HO Ops. and other functions within deadlines.

• Providing Adhoc reports to Sales team and preparation of data for Regional review meeting.

• Ensure every activity in MQS is done with proper documentation / approvals other than the rectifications of accounts / entries which is backed up by agreements / MOU.

• Responsible for PAN India IRD activation /deactivation of channels.

•Processing Vendor details in SAP with the help of vendor forms and creating code to ensure timely payments of vendors.

•PAN India coordination for invoice processing for distributors commission and vendors with Accounts payable.

•Entering TDS certificates of the customers and reconciling the entries on quarterly basis with 26 AS.

**B) Company –IHG (Intercontinental Hotels Group)**

Designation **– Senior Analyst**

Duration**– 2016-2018**

**Core Job Responsibilities**

* Managing the “Portfolio” for America’s region which covers more than 490 Hotels.
* Regular follow-ups with the owners / General Managers / Principle Correspondent for the outstanding receivables.
* Coordination with multiple teams for end to end query resolution raised by the property.
* Preparing Finance charge report for the Americas region including Mexico.
* Maintaining a tracker for financial default hotels in which portfolio owner update their comments on weekly basis.
* Account reconciliation to ensure correct payment application, reconcile customer disputes as they pertain to payment of outstanding balances that are due.
* Providing customer service regarding collection issues, process customer refunds, process, and review account adjustments, resolve client discrepancies and short payments.
* Responsible for monitoring and maintaining assigned accounts- Customer calls, small balance write off, customer reconciliations and processing credit and rebill.

**Other On-Job Activities-**Being proactively participating in all extra-curricular activities which is held within the organization.

**C) Company –IBM India Pvt Ltd**

Designation **– senior Practioner**

Duration**– 2015 to 2016**

**Core Job Responsibilities**

* Handling end to end issues of some of the key customers of our client on time and with precision.
* Resolving disputes of key customers coordinating with all the stake holders.
* Taking care of high level escalations for CSM 1/2/3 customers.
* Analysis and working on tickets (disputes) for better understanding of the issues by ICI-VZB.
* Setting up of orders in SAP through GSS by using XD01, CJ20N, Va41 codes& handling billing for Professional Services.
* Monthly Dump of the charges in prime-biller tool on the basis of NSAP report for the generation of invoices.
* Do QA check on weekly/monthly basis to identify errors and save on credits before the production bill run.
* Preparing Manual invoices by Non MITO & using MITO tool.

**D)Company –Aptara Inc (Formally Techbooks Int. Pvt Ltd)**

Designation **- Executive-Finance**

Duration**– 2013 to 2015**

**Core Job Responsibilities**

* Preparing invoice in software “People Soft” based on quantity against each billable item listed on purchase order at rates contracted as per purchase order/ scale pricing/ estimates. Review, apply and finally sending the invoice to client for payment.
* Maintaining knowledge of material facts impacting revenue recognition and invoicing activities.
* To create document for control over jobs shipped, generating invoice and recording the same.
* Responsible for handling various dedicated clients and acting as a SPOC for them.
* Month-end closings and reconciliations.
* Interacting directly with the clients in normal course of business and in case of Query Handling.
* Bridging up the gap between project managers, client team, billing team and collections team by being a common nodal point of interaction between them.
* Provide various reports to Senior Management in normal course and during Audit.

**Other On-Job Activities-**Regular updating of transaction data tables that are used for different types of management information.

**Educational Qualification**

* Masters in Finance from IMT Ghaziabad in 2012.
* BBA from Guru Jambeshwar University Of Science and Technology in 2010.
* Diploma in Financial Planning from RNIS College of Management
* Class 12th (commerce stream with Mathematics) from summer fields School Delhi (cbse board) in 2007.
* Class 10th from summer fields School, Delhi (cbse board) in 2005.

**Internship**

* Max New York Life Company for a period of 3 months each as management trainee (part fulfillment of BBA curriculum).
* Completed Training for 2 Months at Rnis Newspaper.
* Energetic Lightening Pvt Limited for a period of 4 days as management trainee (part fulfillment of BBA curriculum).

**Computer Knowledge**

* Working knowledge of various applications including internet, email clients, word processor, spreadsheets, pivot Table,Primebiller,VZBLinks,Aribanertworksystem,MITO tool .
* Basic knowledge of MS Office suite, basics of hardware and Internet Applications.
* ERP Knowledge: People soft, Zero software, SAP, MQS.

**Strengths**

* Positive and enthusiastic, capable of working in diverse environments and delivering work on schedule.
* Multitasking, collaborating with different teams while maintaining individual initiative and drive.
* Detail-oriented, efficient and organized professional with focused approach and working under pressure skills.
* Possess strong analytical and problem solving skills, with the ability to make well thought out decisions.