Pathipati sreekanth

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**Carrer Overview**

Dynamic, Motivated and Quality- focused accounting professional with over 4.10years’ experience in

handling Collections and Cash Applications process denial management,. Proven record in personally driving change to

effect Substantial business value improvements, ability in effectively managing relationships and

influencing decision making. Proven record in effective staff management on a large scale. A strategic

planner implementer with demonstrated abilities in transitioning various processes and achieving

SLA’s within the time deadlines.

Skills and Competencies

• Projects Leadership/Management

• Mentoring Training

• Delivery Operations

• People/Performance

• Robotic Auto machines

Accomplishments

• Best Performer Award for reduction of overall delinquency of team size- 15.

• Awardee of Individual Excellence twice for good track record, received positive customer

feedback.

• Transitioned a Project from Client place, Identified and utilized variety of learning

materials, resources and technology methods to support.

• Implemented Quality Check points to reduce error in billing.

Received Client Awards consecutively 3 times from last 3 years.

**Work Experience**

**WIPRO LIMITED – Hyderabad, India**

Senior Process Associate January 2022- Current

• Prepare & share case studies with team members, to help them improve their knowledge and

accuracy on no-contact and disputes.

• Prepare and publish monthly/daily AR comparison reports to clients & team .

• Proactive in giving process updates to the team members on time to avoid future escalations.

• Performing Quality Check for the work delivered and analyzing painful areas providing

feedbacks simultaneously to the clients for betterment of work environment.

• Weekly, Bi-weekly and monthly follow-ups with customer to collect past due AR and resolve

customer queries.

• Making outbound calls to customers to collect on past due invoices and provide customers

with details about previous and current account activity.

• Identified and resolved billing discrepancies of customer.

• Investigate and resolve customer queries.

• Processed refunds for unapplied cash on customer accounts.

• Resolved approximately 90% of the receivables and 60+ days past due.

• Executed collection efforts to reduce bad debts percentage.

• Monitor customer accounts in detail to identify slow payers and other payment irregularities.

• Sending weekly/monthly reports to different customers, which helps to run the entire process metrics

**Genpact – Hyderabad, India**

Process Developer. June2021 – December 2021

• Managed a team of 10 members Accounts Receivable analysts.

• Collections: Oversee all aspects of collecting payments due from accounts receivable.

• Managed individual accounts at 30, 90 and 180 day level using database systems.

• Negotiate, collect and perform credit control on credit risk accounts in adhere with HIPPA

policy and procedures.

• Medical Records Retrieval: Assigned targets to the team members and regular

interaction with the clients to coordinate the productivity & quality standards. Also,

checking with the clients, if any new modules could be added.

• Ensured all team deliverables are completed as per agreed SLA's & CPI.

• Conceptualized and implemented new strategies to reduce cycle time and increase in

productivity.

• Monitored workflow to ensure that the daily workload is consistently completed in line with

TAT.

• Conducted daily team huddle to plan due activities and ad hoc projects.

• Was responsible for maintaining consistent quality and ensuring error free invoice.

• Acted as a first point of escalation contact for any process issues, ensure resolution, apply

necessary permanent fix and discuss with respective stake holders.

• Declared all supervision controls on time and explain to senior management in case of any

exceptions.

• Ensured all process documents are up to date, annual maintenance of standard operating

procedure (SOPs).

• Prepared Personal Development Plan for the team, monitor to ensure completion

effectiveness of the same.

• Tracked & Generated productivity report of team on a regular basis.

• Worked on MS Access Database activates on daily bases and handling weekly BEX activities.

• Prepared process flows and work flows in coordination with client and onsite representatives

to be executed on floor at the onset of project.

• Write-offs: Prepared Documentation and approvals for Write-off.

**Process Associate. October 2017 – June-2021**

• Worked for Walgreens under HAR (Healthcare accounts receivables)

• Insurance Billing: Worked on all types of denials received from Insurance

companies and resolving them in a best possible manner to get maximum

Output.

• Cash Applications: Matched payments from huge AR data and applying it to correct customer accounts

**Academic Proficiency**

BBA (alliance college of management Vizag)

Intermediate (MPC) from Sri Chaitanya Junior College Nellore

SSC nalanda e.m.high school Kavali

**Personal Details**

Name: Pathipathi Sreekanth

Father’s Name: P.V.prasad rao

Date of Birth: 20/11/1995

Languages known: English, Hindi and Telugu

Declaration

I hereby declare the above information to be true to the best of my knowledge and belief.

Date:

Place: Hyderabad