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**CURRICULUM VITAE**

##### Lekshmi

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**CAREER OBJECTIVE**

To join a company that offers me a stable and positive atmosphere and inspires me to enhance and therefore to innovate the work culture for the betterment of all parties concerned.

**COMPETENCY SKETCH**

* Proficient in ERP Applications such as Document Direct, People Soft Navigation, Customer Billing System, Odyssey work flow, Vehicle Incentive Systems, Outlook and Ms Office.
* Ability to simultaneously handle different teams in different processes across different locations by compartmentalizing, prioritizing and focusing on individual tasks.
* Proven record in successfully managing diversely experienced and qualified people by enhancing their strengths and negating their weaknesses.
* Extremely focused on the job, keep track of each and every aspect, apply my strong fundamental knowledge and update continuously.
* Quality oriented and process improvement mind set – Successfully completed a Six Sigma Project on Manpower Management.

**JOB PROFILE**

Worked as a Process Specialist with 5.2 years of experience in Accounts with **Ford Business Service Centre** (A subsidiary of Ford Motor Company - A leading American based Multinational Corporation based in Dearborn, Michigan, a suburb of Detroit.) – **From August 2008 to October 2013**

**Work Experience**

**Process Associate (From April 2012 – Oct 2013)**

Roles and responsibilities

* Processing dealer incentives through various dealer payment programs
* Terminated dealer enquiry
* Dealer payment release
* Maintaining the highest customer satisfaction rating
* Processing journal entries wherever necessary.
* CCAPS Cheque processing
* Processing chargeback’s to dealers
* Preparing &Presenting monthly metrics to the management and to the customers in USA
* Billing the dealers
* Handling customers’ and market queries on daily basis.
* Preparing the report for the payment release
* Preparing Variance report for the payments and contacting the respective team to get concurrence for payment.
* Leading the team in the absence of Supervisor.
* Processing Journal Entries &make necessary adjustments during dissolution and liquidation of dealers
* Updating interest rates files for floor plans of dealers
* Acting as a lead for Dealer Development activities
* Monitoring Ford Component sales debtor balances.
* Review accounts with delayed payments trend and discuss with sales team on collection status and dispute resolution if any & sending Dunning letters to delinquent customers.
* Maintenance of customers’ accounts, opening customer codes after reviewing appraisal of customers’ creditworthiness & timely recording of payments received.
* Downgrade the risk category of delinquent customers & customers with weak payment history.
* Co-ordination with sales team for matching and clearing of invoices
* Review the customer statements for abnormal and high value billings.
* Instruct the team on prioritization of customers for collection efforts.
* Scheduling and having periodic credit review and receivables review with sales team.
* Advise credit administration team to create specific reserve for doubtful and bankrupt customers & necessary journal entries to be processed to rectify wrong billings, if any.
* Involved in closure of books and reporting of Month-end / year end activities.

**Key Achievements**

* Maintaining highest Customer Satisfaction Rating every month
* Provided Process Improvement Ideas for making it more process oriented
* Conducted trainings for new employees in the Department
* Active participation in GAO, MCRP & Sarbanes–Oxley audits (SOX)

**Senior Team Member (September 2009 to March 2012)**

Roles and responsibilities

* Appointment & Termination of dealers
* Dealer refunds
* Vehicle Drafting
* Termination analysis& balance reporting of dealers
* Processing journal entries as and when required
* Cheque processing
* Working with Ford dealers and authorized service centres, analyzing the root cause for non-payment and reason for disputes.
* Providing weekly debit balance update for Fleet customers
* Maintain the highest customer satisfaction rating
* Cheque(images) uploading
* Presenting monthly metrics with higher management
* Prepared Pricing & Billing reject reports for dealers.
* Posting necessary journal entries in PeopleSoft including GL postings
* Monitoring debtor balances to ensure positive cash flow.
* Working with Ford dealers and authorized service centres, analyzing the root cause for non-payment and reason for disputes
* Collection of overdue receivables from dealers.
* Overall responsibility of dealers’ delinquencies.
* Maintenance of customer statements in People Soft.
* Timely report to team leaders & process managers on delinquent customers.

**Key Achievements**

* 100% Customer Satisfaction Rating
* Identified & completed Six Sigma Projects
* Awarded as Employee of the month for giving better performance during June 2010
* Team of the Month Award in 2012

**Team Member (From August 2008 to August 2009)**

Roles and responsibilities

* Screening the allocation of payments.
* Releasing or holding of the orders of dealers, Ford authorized distributors, Ford Racing Technologies and Special Market Customers
* Performing Analysis on customers financial credibility
* Part of Reconciliation of accounts.
* Auditing of customer billing system maintenance activity.
* Stop shipment to customer, if authorised by management.
* Maintain the past dues greater than 30 days at less than 1.5 percent.
* Handling customer statements and invoice requests.

**Key Achievements**

* Supported other teams by learning there process and assisted them as and when required
* Highest customer satisfaction ratings

**ACADEMIC PROFILE**

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| **Degree / Course** | **Institute** | **Year/Standard** |
| MBA(Finance & Marketing) | Bharathiar University Coimbatore | 2006-2008 |
| B.Com(Taxation) | Mahatma Gandhi University Kerala | 2003-2006 |
| Higher Secondary | NSS Higher secondary | 2003 |
| Secondary | PMVHSS | 2001 |

**PERSONAL DETAILS**

Date of birth : 08/03/1986

Gender : Female

Nationality : Indian

Marital status : Married

Languages known: English, Malayalam, Hindi & Tamil

Visa Status : Residential Visa for UAE

**Declaration:**

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

Date: Sincerely

Place: Dubai Lekshmi