**RESUME**

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**CAREER OBJECTIVE**

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

 To obtain a position where I can maximize my multilayer of management skills, quality assurance, program development, training experience, customer service, and a successful track record in the Business Process environment.

**WORK EXPERIENCE**

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**ORGANISATION: Tata Consultancy Services, Chennai**

**POSITION: Assistant Manager**

**DURATION: Jan’09-Current**

**DEPARTMENT: Accounts Receivable**

**ORGANISATION: Flextronics Global Shared Services, Chennai.**

**POSITION: Specialist – Accounts Payable**

**DURATION: June’08 – Jan’09**

**DEPARTMENT: Accounts Payable**

**ORGANISATION: Hewlett Packard Global E-business Solutions Center, Chennai.**

**POSITION: Customer Support Coordinator II**

**DURATION: June’06 – June’08**

**DEPARTMENT: Accounts Receivables(EMEA Renewals)**

**ORGANISATION: Tata Consultancy Services, Chennai. (on the payroll of a consultant- Talking TechnologyPvt. Ltd )**

**POSITION: Financial Transaction Executive**

**DURATION: Nov 2003 – April 2006**

**DEPARTMENT: Accounts Payable**

**ACADEMIC QUALIFICATIONS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Degree  | Institute | Major and Specialization | Percentage | Period |
| Bachelors In Commerce | Loyola College, Chennai | Commerce | 70% | 2000-2003 |
| +2 | Kodambakkam Govt. Hr Sec. School | Commerce | 70% | 1999-2000 |
| 10 | Vallal Sabapathy Matriculation School | Science and Maths | 70% | 1997-1998 |
| Spanish | Indo-Italian Chamber of Commerce, Chennai | Spanish Level I and II | 70% | Apr 2009 – Jan 2010 |

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**Additional Qualifications**

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

* Advanced Excel and all word and powerpoint
* Working as an End User in SAP for 7 years
* Foreign Languages: French (level I) and Spanish (Level I and II)
* Tally

**Work Experience Profile**

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* **TATA Consultancy SERVICES (TCS)**

Employed with TCS BPO for a US based Client in Accounts Receivable Department

**Nature of Job:**  Leads the Nielsen Business Media Billing Team in offshore

**Responsibilities:**

* Generating invoices and credit memos in SAP
* Processing adjustments – Invoice cancellation \ Credit Memo Cancellation
* To Post revenues in SAP
* To consolidate unbilled transactions
* Conduct appraisal for the team members
* To ensure SLA is met and customer satisfaction are met
* To maintain VOC above 95%
* Forecasting Volume and allocation work to team members
* Transitioning new processes
* To identify and improve billing process resulting in productivity saving and improved accuracy level
* Escalation and Issue handling
* Master Data creation in SAP for New publications
* Training the new joiners
* To ensure compliance on IQMS Documentation and Reporting
* To ensure all team members are competent for the process and required training has been provided for the same

**Reporting Team:**

 In addition I have also taken care of below EU Reporting Team,

* Open AR Report
* AR Movement Report
* Collection Masterfile
* Open Credit notes report
* Unapplied Cash Report
* L1,L2,L3 and L4 AR Dispute report
* DMC Quality Report
* Weekly and Month To Date Billing Report

 **WORK TOOLS: -** SAP GRP, SAP BEX Analyser(BI Reports)

**Achievements:**

* **Have automated two types of billing of process – Print ad items and Online ad items, resulting in saving 50% of productivity time, which resulted in 50% cost saving on resources utilised.**
* **Have automated Open AR report , Escalations files report and Open Credit notes / Unapplied cash report which resulted in saving 70% of productivity time**
* **Have done SPS Project and Lean Project on Billing process**
* Have won **Star of the Quarter** Award from Jim Sandmann, Vice President – Nielsen Shared Financial Services and Many
* **Flextronics Global Shared Services**

Employed with Flextronics Global Shared services as Specialist in Accounts Payable Department.

 **Nature of Job:**

* Handling all activities in accounts payable
* Mail and Voice Support for vendor queries.
* Ensuring timely payments of vendor invoices.
* SOX Reconciliation
* Resolving blocked invoices and make it ready for payment.
* Handling critical Vendors accounts.
* Processing of returned payments from bank.

 **Additional Responsibilities:**

1. Preparation of Cash Forecasting and raising fund request for the site.
2. Preparation of weekly tracker and reports
3. Preparation of Trade Account.
4. Validating and Consolidating of Payments file for the site.
5. Preparation of Priority Vendors Aging Report.
6. Interim Account Tallying.

**Achievements:**

* Re-designated as Specialist for maintaining Critical Vendors Account in current.
* Won Star of the Month award for the month for the Kaizens made on reducing time in the preparation of Reports

**WORK TOOL: -** ERP BAAN

* **HP GLOBAL E-BUSINESS SOLUTIONS (P) LTD.**

Employed with Global E-Business Solution Center (Fully owned BPO of Hewlett-Packard) as a Customer Support Coordinator.

 **Nature of Job :**

* Performing QC (Quality Check) on the quotes and renewal contracts created by Production Team.
* Preparing quotation and renewal for high complex contracts.
* Placing a pricing request for incomplete price product.
* Sending the contract completion report to customer.

 **Additional Responsibilities as a Green star Coordinator:**

1. Responsible for reducing the error rate of their respective team
2. Clarifying doubts in the process.
3. Knowledge transfer to team members.
4. Conducting weekly review meeting with the team
5. Following up and Closing all the open replies and reworks

**WORK TOOL: -** SAP 6.4

* **TATA COnsultancy SERVICES (TCS)**

Employed with TCS BPO for **Barclays Bank** (TCS - Client) an UK project named [Canaletto] as [Financial Transaction Executive].

**Nature of Job:** Updating Invoice and Credit note details in the Sales Ledger of Customer.

**Responsibilities:**

* Process invoices and match with the receipts for payments.
* Answering queries and requests of Customers
* Providing status of invoices to the customer.
* Reconciling statement of accounts of customer.
* Providing remittance details to the customer.

 **WORK TOOLS: -** **RFP**

  **Achievements**

* Awarded Gold Star Award for the best performance during the Transition and Parallel run in TCS.
* Awarded Star of the Month under the Canaletto Awards and Rewards Scheme in TCS.

**PERSONAL STRENGTHS**

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

 Superb organization skills, Good communicator, Multitasking – Can handle many assignments, Ability to prioritize independently, Decision Maker and Project management abilities. Accuracy and punctuality and Willing to stretch extra hours to complete assigned work.

**PERSONAL PROFILE**

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

Date of Birth. : 26-07-1983

Nationality : Indian

Marital Status : Single

Religion : Hindu

Gender : Male

 Languages : English, Tamil, French and Spanish (Level I and II)

**DECLARATION:**

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I declare that the details furnished in this resume are true to the best of my knowledge.

Place:

Date: