## deepsCURRICULUM VITAE

# **Deepika**

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Sharjah

**Visa Status** – visit visa

**Synopsis**

* 8 Years of experience of service delivery/operation functions of accounting and billing of Kpo/Bpo Industry.
* Strong problem solving, analytical & communication skills.

**Summary of work experience**

**Designation**  **: Associate Billing(Ops and Admin)**

**Duration of Employment : August 2012 – Sep-2016**

**Role & Responsibilities:**

* Analysis of transactional data received from OHS (order handling system) team each month to ensure accuracy in the data to avoid errors in commission calculation.
* Analyse/verify commissions of Agenta/sales team after the transaction data upload in the system to find any gaps or errors in calculation and take the corrective action as per plan norms.
* Issue draft commission statement for their review so that Partners/AEs can raise their concerns before month close.
* Address inquiries raised regarding the commissions and ensure corrections (if any) before release of the final statements.
* Release final commission statement to entire sales community at schedule date.
* Reconciliationof Invoices submitted by Agents of their monthly commission payments..
* Reconciliation of Invoices generated by Colt of partners who are set on Self Invoicing.
* Making the Journal Entries and enter in Oracle for the commission costs as per close calender.
* Allocating the cost as per the LOBs so that the cost is allocated to the correct BU CC.
* Responsible for the monthly close as well as maintenance of all accounting ledgers including monthly review of all account reconciliations and journal entries

Prior Experience:

**Convergys India Services. PVT LTD.**

**Designation**  **: Billing Assistant, (Revenue Assurance and Maximization Team)**

**Duration of Employment : 29th June 2009- July 2012**

**Role & Responsibilities:**

* Collecting and analyzing internal financial data from different metrics tools.
* Contract Management by timely analysis of the important terms and conditions in Contracts to ensure compliance with the terms and conditions, as well as documentation/ agreeing of any changes/amendments in the Final Contract during its implementation or execution for the purpose of maximizing financial and operational performance at minimum risks.
* To ensure that all amendments made in the contracts are timely incorporated before the final closing/generation of Final Invoices.
* Generating Invoices according to Service Level agreement on financial tools like Hyperion Essbase and CBS and sending across to the Client & Client Services team.
* Updating revenue files to project & forecast for the complete month revenue.
* In depth analysis of different sources of revenue, operating income & expense.
* Understanding & Implementation of Service Level requirement for accurate billing.
* Performing Audit for different projects and sending MIS to the Operation Managers.
* Reconciliation of Switch report with TKS reports to prevent revenue leakage.
* Interacting with the Client Services, operation managers & corporate finance team for resolving issues & providing updates through conference calls, E-mails & chats.
* Entering raw data in scrutinized way, so that it can be used by top management for taking decisions in Budgeting & Forecasting.
* Maintaining Standard Operating Procedure of many projects for peers & subordinates.
* Supervising day to day job of billing assistant.
* Taking training and coaching sessions of DR’s as per requirements.

## ACHIEVEMENTS:

1. Awarded as Quality Plus Contributer for the year 2008-2009.
2. Awarded with CFO Excellence Award for the Year 2007-2008.

Prior Experience:

**Convergys India Services. PVT LTD.**

**Designation**  **:Customer Care Officer ( Inbound Calling )**

**Duration of Employment :6th March 2007 till June 2009.**

## ACHIEVEMENTS:

1. Adjudged ‘**Star of the Month’** being the best performer of the team.
2. Annual rating of Quality Plus Contributor(QPC) for the year 2007-2008.

### Academic

* Matriculation from (C.B.S.E.) Bhusawal Maharastra
* Intermediate from (CBSE) Bhusawal Maharastra
* Graduate in Commerce from Bundelkhand University Jhansi (U.P).
* Post Graduation in commerce from Bundelkhand University Jhansi (U.P).

**PERSONAL INFORMATION**

D.O.B. : 16th feb, 1983

Marital Status : married

Nationailty : Indian

Language Known : English ,Hindi

PLACE:

DATE: