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| |  | | --- | | C:\Users\Sony\Downloads\DSC_0003[1].jpg  **Contact Information**  **Email:** [**priyanka.374896@2freemail.com**](mailto:priyanka.374896@2freemail.com)   * Language Skills : English, Kannada, Telugu and Hindi   **Personal Information**  Date Of Birth : 4th April 1992  Gender : Female  Nationality : Indian  Religion : Hindu  Civil Status : Single  Visa status : Visit Visa | | |  | | --- | | **PRIYANKA** | | Career Objective : | | Continuous progress on both professional and personal fronts through all round skills with emphasis on assigned targets. Hard work and team spirit thereby anticipating and meeting the challenging arising in the contemporary competitive business environment integrity and given to sustained hard work. |  |  | | --- | | Work Experience : | | **ACCENTURE - Client: CISCO SYSTEMS INC**  Financial Analyst (QTC)  Bangalore, India  26th Sept 2014 to 6th Oct 2017   |  | | --- | | Job Description : |   Managing the RAO Activities, Cash application activities and OTC. Managing the Cash app team by working and collaborating with the various operational groups.   |  | | --- | | Roles & Responsiblities Of Cash Application : |  * Working as a support cash application for Order to Cash   Application Team   * Was responsible in meeting Weekly & postings and dealing with clients * Downloading the bank reports, posting the Cash. * Generating and accounting unapplied and unidentified cash report and responding to the email queries from internal Customer partners. * Collaborate with other team Members and drive to achieve team Goals. * Applying all the remittance which is received from customer & Collectors. * Coordinating day-to-day activities of the team. Responsible for Processing invoices. It includes assigning work based on the Priority and the work load to the team members. * Creating debit memos/ credit memos, report reconciliation, processing internal adjustments, refunds, custom billings. * Coordinating the team work and ensure that the TAT & SLA are met. * Escalate issues and seek advice when faced with complex   Issues/problems.   * All process updates are updated at one place where all team members can go and get updated about the process. * Proactively prepared all necessary trackers like Adhoc, leave & process update trackers. * Complete Operational and Business knowledge of cash   Application process.   * Training team members and make them understand the   Importance of given tasks.   * Handling the IT/Client calls when the issue occurs related to cash posting activity. * Interacting with the customers to clear the unidentified   Payments.   * To ensure the payments are applied within the TAT with 100% accuracy. * Responding to all the queries from clients and customers on FIFO basis. * To make sure continuous follow-ups is done with the collector’s, in order to keep the unapplied value at minimal. * Processing all the Intercompany transfers. * To ensure the month-end reports are up-to-date for smooth closure.  |  | | --- | | Roles & Responsibilities Of Collections : |  * Reconciling remittances and sending it for cash application * To ensure queries are processed as per the agreed terms of the contract. * Work closely with the Collector on cash, 31+ 180, unapplied cash help the team members with the concerns and issues with reference to collections. * To ensure disputes needs to be submitted on timely manner. * Whenever required I have been a part of the client calls with supervisor. * I also send MIS reports to know where the process stands with reference to the target. Reports like (Cash report Rejection report, unapplied cash report, 31+ reports, and 181+ reports).  |  | | --- | | Education |  * **2014 : MBA**   Finance & HR  Bangalore Institute of International Management  Bangalore, India.     * **2012**  **:** **Graduation**   Bachelorof Commerce  Shantiniketan Institute of Management.  Bangalore,India**.**   * **2009**  **:** **12th Pre-University Education**   Commerce (EGBA)  Government Girl’s College  Bangalore, India.   * **2007** **:** **10th -Secondary Education**   Balu Public School,  Bangalore,India.   |  | | --- | | Internship Project |  * One-month Organization Study at The Karnataka State   Apex Co-operative Bank Bangalore.   * Three months Dissertation project at “BDCC Bank   Bangalore” on “Financial Statement Analysis”.   |  | | --- | | Professional Qualification |  * A high-energy, enthusiastic and dependable individual who excels in challenging and competitive environments. * Dedicating, commitment and performance on active jobs. * Ability to work under pressure in an organized way. * Good personality with knowledge of communication and presentation skills. * Good knowledge on Microsoft Word, Excel and other software use in organization. * Good command over both spoken and written on English. * Able to work closely with customers, often in joint client/consulting teams and able to work well individually and within a team. * A proactive approach to problem solving and necessary drive and enthusiasm required for a tough competitive industry. * Knee leaner, quickly incorporate and implement new procedure.  |  | | --- | | Techincal Skills |  * Tally 7.0 and 9.0, MS-Excel and MS-Word. * Oracle 11i, Oracle R12. * Having knowledge of SAP in (FICO). * ERP Knowledge: SAP – FICO. * SAP Version: R/3 ECC 6.0. * Operating System: Windows XP, Windows7, Windows8, Windows10.  |  | | --- | | ACHIEVEMENTS: |  * Performer of the Month (Consecutively for achieving scorecard). * Received Innovator of the year for submitting maximum ideas, which where helpful in automating the manual and repetitive works. * Achieving 100% on scorecard. * Received Star of Business Award in FY-2016. * Active member of CSR activity. * Numero-Uno Award (Process and overall Delivery Excellence). |  |  | | --- | | Projects : |  * Operation Excellence project- Preparing 3\*3 charts, doing Route Cause Analysis on a daily basis.  |  | | --- | | Strength : |  * Good communication Skills, * Enthusiastic in learning new things. * Co-operative team worker. * Leadership skills.   I do hereby certify that given particulars furnished by me are true and correct to the best of my knowledge.  ………………….  Signature |