**RESUME**

**FATIMA**



Email: [Fatima.379843@2freemail.com](mailto:Fatima.379843@2freemail.com)

**Personal Details**

**Address:** Dubai, UAE

**Gender:** Female | **Nationality:** India

**Visa Status:** Visit Visa| **Visa Validity:** May 31st, 2018

**PERSONAL SUMMARY**

As a highly-motivated and results orientated person, I have a proven track record of providing exemplary levels of service. Looking to secure a position in the accounts department, where I can bring immediate and strategic value and develop my current skill set further.

**PROFESSIONAL EXPERIENCE**

**Conduent – Xerox**

**October 2017 – Feb 2018**

**Accounts Analyst (FinOps Analyst)**

Transitioned from ADP to Conduent when National Account Services from ADP India Pvt Ltd was acquired by WageWorks Inc and later Conduent- Xerox India Pvt Ltd

**ADP India Pvt. Ltd.**

**March 2011 – October 2017**

**Accounts Analyst (FinOps Analyst)**

**Money Movement and Compliance Team**

* Coordinate the accounting activities and work in collaboration with departmental teams to facilitate the daily operations; maintain continual compliance with strict regulations, procedures, and best practices. Perform each transaction with utmost security to ensure Clients financial data is secure and no security breach is possible. Promoted throughout tenure with Automated Data Processing; progressively assumed positions of increasing responsibilities; recognized for demonstrating exceptional control during complex projects

**Duties**

* Prepare and distribute monthly custom money movement reconciliation reports, calculate complex financial data, identify risks, and produce reports detailing findings. Collaborate with client service employees to ensure reports are generated in a timely manner and concerns were addressed.
* Ensure daily bank statements are updated in the system and properly reconciled
* Organize and complete monthly reconciliations of all stale dated checks, unclaimed property, and all escheated activities; collaborate with internal auditors or external clients regarding financial inquiries
* Update MS SQL server database with the requested changes and pull custom reports for the Clients and management using TSQL queries.
* Manage unclaimed property; complete the due diligence process while ensuring compliance with the strict deadlines; submit payments to payees, produce state reports, and disburses funds to recipients
* Releasing payments to participants via checks, EFT, ACH, DD or wires after getting the confirmation from the Operations team
* Generate invoices for the negative balances and forward the same to clients and follow up with them to close the issue.
* Contact client for non-sufficient funds and Bank Debit Reject report to get the issue resolved.
* Working on Lost Check Forms submitted by Client and participant, reissuing the lost check.
* Reissuing the stale dated checks on request and escheating uncashed checks to the state after 2 years from the date of issue.
* Processing refunds to COBRA participants after their plan end or termed after through research and coordination with the Operations Team. Verifying the payment source and releasing refunds to the third party if required.
* Client Termination Audit: Auditing the clients account for any unpaid fees or premiums, generating custom reports to ensure zero discrepancies in the accounts. Issuing final check to the Client after the process.
* Alerting the Client for Negative balance, preparing invoices and getting the same resolved.
* Resolving Fraudulent Claims by getting in touch with various internal and external departments.
* Placing the account on hold if there is any overpayment or payment due and removing the same after following up the Client and getting the issue resolved.
* Post checks submitted by the FSA Participants to unblock their accounts
* Posting the premium checks submitted by the COBRA participants, placing the account on hold for non-sufficient funds
* Update the Participant details in ADP’s application and Banks, update the bank change info submitted by the Client in ADP’s software and ADP operated Client’s bank accounts
* Work on the Participant queries and payment requests submitted through Siebel CRM, WebCare, and Email Support Queues
* Preparing monthly and weekly production dashboards and publishing the same.
* Maintaining a regular contact with the Business Unit Partner
* Coordinate with different departments for support during the daily operations and also to resolve Participant and Client issues.
* Perform User Access Testing during the application update and deployment cycle, constantly providing updates on the performance of the application and ensuring data validity.

**PROJECTS**

**ADP to WageWorks Inc Migration Project**

* Worked closely with the teams of three companies to ensure a smooth transition during acquisition process of NAS ADP by Conduent-Xerox and WageWorks Inc. Actively participated the plan development of Data Centers Migrations, coordinated and driven application testing plan, new location’s security and building compliance plan.
* Performed various UAT testing during the application transition from ADP’s SAM to WageWorks’ V5, without hindering the completion of daily tasks.

**Datacenter Migration Project 2016:**

* I have successfully driven the Datacenter Migration project for the Money Movement Team along with the coordination from the BU partners and IT department. Coordinated with the team to get the daily tasks completed and also to ensure to work on any tasks pended due

to migration on priority. Audited the transactions processed and reports generated for validity and ensure that the data updated is synchronized with databases.

**INNOVATION:**

* Designed the FAQ and Instruction document for the Lost Check Forms which are sent to the Clients on request.
* Member of MEDHA (Women empowerment group)

**EDUCATION:**

* B.Sc, Aurora Degree College, Osmania University, Hyderabad

**TECHNICAL SKILLS:**

* MS Excel- Intermediate to advance, Tally ERP, Siebel CRM,
* MS SQL Server 2008 R2 Database-updating and reporting queries
* Working Knowledge of SAP FICO, Oracle 8.1.1

**KEY STRENGTH:**

* Task-oriented and highly organized with the ability to prioritize effectively while working on multiple tasks
* Excellent interpersonal skills, with the ability to build credibility and collaborate with firm personnel at all levels
* Detail oriented with excellent follow-through skills
* Excellent writing and grammar skills; proofreading skills
* Excellent communication skills
* Positive and professional attitude
* Project management experience
* Ability to work in a virtual teaming environment
* Flexibility to work overtime as required

**LANGUAGES:**

* English, Hindi, and Urdu

**DECLARATION:**

I hereby declare that the information furnished above is true as per my knowledge and belief.

Fatima Date: