**Izharul**

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**~ Account Receivable ~ Financial Records &Reporting~Spreadsheets & Journal Entries**

**~ Team Leadership ~ Process Improvement ~Recruitment**

# PROFILE SUMMARY

* **Handling Accounts Payable Team** with above 03 years of experience.
* Managingteamincluding**accounts payableback Office and Voice.**
* Expertisein**People Management, Process Improvement, Operations Management and Client Service.**
* Pleasing youthful personality with a zest for life and knowledge, presentation, & communicationskills.

# CORE COMPETENCIES

**~ Accounts Receivable ~ Financial Records & Reporting ~ Spreadsheets & Journal Entries**

**~ Team Leadership ~ Process Improvement ~ Recruitment**

**EXPERIENCE**

* **InterGlobe Technologies Pvt. Ltd**
* **Team Leader – Accounts Payable -** May 2015 – Present

**Key ResultAreas and Achievements:**

* Effectively managing accounts payable team of 15 heads, supervised control of inventory, and maintained equipment and technology.
* Created reports and spreadsheets for vendors and clients.
* Conducted research and compile data for report preparation and resolving any discrepancies with data.
* Monitored accounts with 300+vendors. Responded to vendor payment inquiries. Investigated pricing discrepancies.
* Worked directly with senior management and auditors.
* Effectively brought down attrition from 22% to 8%.
* Successfully managed planned and unplanned shrinkage at less than 5%.
* Enhanced FCR score from 70% to above 85%.
* Minimized complaints from 0.5% to 0.2%.
* Created cultural group among employees as a part of employee engagement activity.
* Created ‘Escalation Desk’ to give WOW experiences to customers.
* Employee engagement and retention.
* Identify and organize training programs to enhance operational efficiency.
* Engage quality team to increase the customer experience.
* Frequent complaint analysis and measures to check.
* Drive retention through HR practices and people development, One on Ones and training etc.
* Escalations were managed at below 1%.
* Prepared and motivate advisors for next level assignments.
* Involved in hiring new batch.
* Effectively driving Modules to identify bottom performers and conduct Process checks.
* **InterGlobe Technologies Pvt. Ltd**
* **Account Payable Process Associates- January 2013 – April 2015 (Promoted)**

**KRAs and Achievements**

* Responsible for accounts payable, including data entry and generating checks using online **QuickBooks Pro**.
* Provided accruals and proposed journal entries for month end reporting.
* Ensuring successful settlements of client issues and complaints via emails.
* Created and maintained file system to easily access vendor documents
* Identify recommendation and pass it to our supervisor for training needs.

# PROFESSIONAL ACHIEVEMENTS

* ‘**Team Leader of the Year’** award in year 2017 for successfully managingClient Project**.**
* **Best Team awarded for delivering constant Quality** above 90% in the year 2018.

# PROFESSIONAL TRAININGS& Knowledge

* TLCP – Team leader certification Program Completed (Internal Certification of InterGlobe)
* Experience of using **QuickBooks Pro and Excel**.
* Sound Knowledge of **Tally & SAP**.

# ACADEMIC QUALIFICATIONS

* MBA in Finance from Manav Bharti University 2014.
* B.Com. (Hons) from Periyar University 2012.
* Senior Secondary from Holy Mission high school 2005.
* Passed Xth from EklavyaPlanga Educational in 2003

# CAREER OBJECTIVE

* To engage in a career that will allow for progress in terms of expertise, socio-economic development, and innovation through exposure to new ideas for professional growth, as well as growth of the company.

# PERSONAL DETAILS

# Date of Birth : 09th September 1988

# Marital Status :Single

# Nationality : Indian

# Language : English & Hindi