Aishwarya G

Dwarakanagara, Bangalore, 560090 |[aishuprasad12@g HYPERLINK "mailto:aishuprasad12@gmail.com" HYPERLINK "mailto:aishuprasad12@gmail.com" HYPERLINK "mailto:aishuprasad12@gmail.com"mail.com](mailto:aishuprasad12@gmail.com)|9986822221 Profile Summary:

B.B.M Graduate with specialisation in Accounting and Finance. Experienced professional with a demonstrated history of working in Finance industry. Working efficiently in a diverse environment, across functions, regions and playing a prime role as a team player.

Skills:

Vendor Management | SAP | Invoicing Process | Process Improvement | Process Validation | Invoice Processing | Client Satisfaction.

Experience

**INFOSYS BPM (Client - EY): Senior Process Executive (Aug 2019 to June 2020)**

**As a customer analyst:**

* I work on all requests, technical queries, concerns and complaints of the customers and providing them with a logical solution to their satisfaction.
* Dramatically enhanced customer-satisfaction ratings by expediting all concerns and ensuring a high degree of accuracy.
* Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.

**As a financial analyst:**

* Monitoring the invoices submitted in the Ariba system and reaching to the vendor for any discrepencies.
* And help with the queries related to accounts payables and receivables and Keeping accurate records of the invoices and payments.
* Vendor maintanance and payments according to the AP policies.
* Experience in working with Oracle and SAP.
* Coordination with team leads on any escalations
* Perform Reporting with MS Office, Month End Closure activities, Reconciliations, Data analysis and reporting for improvement across functions.
* Implementing corrective and preventive actions for internal errors.

**EY: Process Executive (Nov 2017 to July 2019)**

**As a customer analyst:**

* I work on all requests, technical queries, concerns and complaints of the customers and providing them with a logical solution to their satisfaction.
* Dramatically enhanced customer-satisfaction ratings by expediting all concerns and ensuring a high degree of accuracy.
* Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.

**As a financial analyst:**

* My roles are to address the customers queries about their expenses and reimbursements via emails.
* Also help with the queries related to accounts payables and receivables and Keeping accurate records of discussions with customer.
* Transaction Monitoring for Accounts Payable, Claims and Receivables.
* Perform Reporting with MS Office, Month End Closure activities, Reconciliations, Data analysis and reporting for improvement across functions.
* Implementing corrective and preventive actions for internal errors.

**First Source Solutions PVT LTD (May 2016 to Aug 2017)**

* Sales/Retention support for a British process outsourced by SKY, A British Media Company.
* Up selling the products/packages to customers, selling the right product to right customer.
* Objection handling with queries and providing a resolution for the customers.
* Promoting products and providing customer resolution to improve NET PROMOTERS SURVEYS for the company's growth, reputation, and self.

**Education**

Bachelor’s in management - 63% 2016 Kristu Jayanti College (Autonomous)

Specialisation:(Accounting and Finance)

Pre - University - 66% 2013 Indo Asian Academy

Specialisation:(Mathematics, Economics, Business and Accounts)

SSLC - 74% 2010 - 2011 Sree Cauvery School

**Extra- Curricular Exposure**

* Played Badminton.
* Active member in Centre for Social Responsibilities.
* Volunteer at Rotary Club (2009-2011) and also Part of National Cadet Corps(2008-2010) completed “A” Certificate.

**Hobbies**

Playing Badminton | Listening Music | Travelling | Cooking | E – Learning

**Declaration:**

I do hereby declare that the above statements are true and correct to the best of my knowledge and belief.

**Signature:**

**(Aishwarya G)**