



V Lakshmi Narayana

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Career Objective:

To obtain challenging and responsible position in an organization wherein I contribute to the successful growth of an organization using my abilities and knowledge. "There is always a better way of doing things" is the common belief.

Professional Summary:

TELEPERFORMANCE (July2017 – April 2019) – Role – Senior customer service executive

- Responsible for handling the CASH APPLICATION process (Accounts Receivables).
- Responsible for applying the customer payments against the correct invoices.

Experience:

Company : Teleperformnce Pvt Ltd
Platform : Microsoft dynamic (GP) Overture

Roles and Responsibility:

- Clearing of customer invoices with Bank receipt for functional locations.
- Handling site queries by communicating with the site persons through E-mails
- Responsible for working on certain critical customers (High value invoice).
- SLA tracking
- Always provided support to the team during month ends.
- Error analysis and query handling.
- Able to clear and rectify the errors that are created by the appliers and system while processing.
- Review the day's work and also help in the allocation of work process.
- Have helped the new joiners to understand the process in a better manner by providing training.
- Taking SLA Dump reports on a daily basis
- I have taken an additional responsibility in a new business

Highlights:

- Won Spot award for given training for fresher's to easy way.
- Key player in Invoice Billing process.

Skill Set:

- Excellent communication skills (verbal & written)
- ITR Filing, TDS, Mortgage, Underwriting, Mutual Funds
- Excellent documentation skills
- O2C process executive
- Handling customer Individual records

Educational Qualification:

Education	College/school	University	Marks in %	Year
B.Com(C.A.)	Seshachala Degree & PG College	SV University	73	2017
CEC	Sri Chaitanya JR College	Board Of intermediate	80	2013
SSC	Vasista Vidyalaya	State Board	86	2011

Interest & Hobbies

- Board Games
- Listening music
- Socialistic activities

Personal details:

Father's Name : Ramesh Babu
DOB : 06th Mar 1995
Sex : Male
Marital Status : Single
Nationality / Religion : Indian
Languages Known : English, Telugu, Hindi and Tamil
Permanent Address : D-No: 10-6-153/5, Padmavathi Nagar, Nagari-517590

DECLARATION:

I hereby inform that all the details of mine above are best to my Knowledge. I will be thanking to you if you provide me an opportunity to prove myself.

Place:**Date:**

**Regards,
(V Lakshmi Narayana)**