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|  | RAJA  GOVINDAN | | | Image |
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| CONTACT #12, MMB layout,  Kammasandra, Bidrahalli Hobli  Bangalore – 560049  [raja.raj55510@gmail.com](mailto:raja.raj55510@gmail.com)  Mobile - 918105835194 | | PROFILE Self-motivated Accounts Receivable specialist offering a strong work ethic and determination to complete tasks promptly. Accurate and detail-oriented with extensive accounts receivable and accounting knowledge. Served as a key contributing member to the Leadership team. | | |
| EDUCATION New Baldwin Residential College – Bangalore - April 2014  **Bachelor of Commerce (B. Com)** KEY SKILL Open for feedback  Team Player  Excellent critical thinking  Problem-solving skills  Training & Coaching  Ability to work under pressure  Written and verbal communicator    AWARDS  Best Performer  Clients Recognition  Celebrating Performance Points  APPLICATION SKILL SET  MS Office  Citrix  Audit Tool – Standard Quality Framework | | EXPERIENCE **ACCENTURE | SEP 2015 – AUG 2020** **OTC QUALITY AUDITOR | DEC 2018 TO AUG 2020** Performed **quality audit deducting Management/Claims Validation**  **Identified defect** within Sales, clients and customers, report with root cause analysis to the management team.  Monitors **specific escalations** data to determine the cause and **eliminate the defect.**  Recognizes operational obstacles that delay works in claims settlement  **Training AR team** on unresolved issues in the process to avoid potential defect  Report Audit finds with detail analysis and communicates with management and the client.  **Refresher training to a team** based on the audit defect finding resulted in a reduction of defects  **Quality dashboard designed** to highlight the user/defect category wise for Supervisor.  The new joiner’s performance monitored and **real-time feedback** to improve their performance.  Review productivity & quality Scores to plan training opportunities for a team member.  Responsible for administering surveys for New Hire upon completions on the training program to measure and report the effectiveness of agent preparedness    OTC OPERATIONS ASSOCIATE - SEP 2015 – NOV 2018  Meets claims management **quality standard and policy** requirements on validated claims & follows “Due Today” procedures.  Complies with the **Controls Manual, SOPs, and clearing** requirements.  Escalates unresolved issues daily & Notifies Supervisor of SOP corrections  Maintains current and accurate Clients' Policy and contact information  Follows customer process for requesting repayment in a customer portal  Determine **types of escalations** and apply problem-solving & analytical skills  Maintain assigned workload by exceeding the monthly target with 100% QC  Clear all valid claims according to client guidelines in various appropriate methods and systems.  Enter the client-defined information into the client proprietary system. Provide client-defined claims information.  Processes escalated claims, assesses the reason for the escalation and provides resolution in priority order as directed by the Supervisor.  Responsible for the timely and accurate application of cash receipts to outstanding invoices and allocating unreconciled revenue receipts to appropriate general ledger accounts based on client, customer, branch, and division guidelines.  Responsible for **accurate identifying, communicating**, **coding**, and clearing payment discrepancies to clear variance in payments.  Identify and recommend unblocking of invoices in order entry where invoices & orders are successfully matched **on time enable revenue** and GL coding is automated.  Properly code and clear special cash receipt transactions for subsidiary companies, advance payments, credit memos and unauthorized deductions. **Follow-up in a timely manner with customers**  ALP CONSULTANCY – CONTRACT WITH ACCENTURE  JUL 2014 TO AUG 2015  A Contract employee worked for Accenture project.  Attended new employee **training on AR process** and completed  Documentation of claim and recorded query into system  Investigate/reprocesses invalid claim submissions  Responsible for researching retailer trade and non-trade related deduction errors  Request repayment and work closely with the customer to manage invalid claims  Follows customer process for requesting repayment in a customer portal | | |
| PERSONAL INFO Date of Birth – 27.12.1993  Gender – Male  Place -Bangalore  Languages Knows – English, Tamil,Telugu,Hindi and Kannada  Nationality – Indian  Marital Status- Single | |