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|  |  | Achint Sarna |
| Profile A confident, dependable and highly organised administrative professional with experience in busy office environments. Acknowledged for reliability, integrity and quick-learning ability. Possess a positive and friendly attitude with strong work ethics. CONTACT PHONE:  +919910718003  Address:  Third Floor J26 Paryavaran Complex, IGNOU Road, Delhi - 110030  EMAIL:  **achintsarna123@gmail.com** Skills SAP FI CO  Power Bi  MS Office (Word, Excel, PowerPoint & Outlook)  Salesforce CRM  Competitive Analysis  Financial Analysis  XERO  Contract Management  Data Management  Data entry  Office Administration  Problem-solving  Customer service  Time management  Attentiveness  Business Acumen  Tech Savvy |  | EDUCATION **The University of Auckland, Auckland, New Zealand**  Sept 2015 – Nov 2016  Master of Management, Accounting   * Business Finance * Business Analytics * Financial Reporting and Control * Financial Reporting and Accounting * Analysing Financial Statements * Economics for Managers * Business Management   **Bharati Vidyapeeth University, Pune, India**  July 2009 – July 2014  Bachelor’s in Technology, Electronics and Telecommunications WORK EXPERIENCE **OCS Group, Senior Finance Administrator – Shared Services, Auckland, New Zealand**  Jan 2018–Sept 2020  **Key Highlights:**  ***Project Cobra***  ***Scope – Data Migration, establishing business process after selling the Cannon division to Rentokil.***   * Provided support to project BA as an SME to understand the roles and responsibilities of the branch administrators, accounts payable clerks and billing team to bring process efficiency. * Involvement and contribution in requirements workshops conducted by project BA.   ***Project Harry***  ***Scope – Moving Australian finance operations to New Zealand and Data Migration.***   * Provided support as an SME to understand the New Zealand finance administration processes and procedures. * Involvement and contribution in requirement workshops conducted by project BA. * Implemented testing scripts and provided feedback on process efficiency. * Handled shared finance inbox for Australian administrators to bring efficiency.   ***Project CAFM (Computer Aided Facilities Management)***  ***Scope – Implementation of job logging application (Concept Evolution) with the integration of Salesforce CRM, SAP and Vault***   * Providing project support as an SME contributing for finance administration (SAP transaction codes, material codes, cost centers and billing requirements). * Provided support as an SME contribution for finance administration process while receiving the job requests. * Involvement and contribution in requirement workshops. * Implemented testing scripts and provided feedbacks to the project BA.   **Responsibilities**:   * Completed monthly accrual work sheets for Southern Region, prepare and provide accrual journals and consumable Analysis. * Consulted with Branch/Contract Managers, administrators and others for Southern Region. * Processed sales orders, credit and debit notes for Australia and New Zealand business. * Co-ordinated with branch and contract managers to ensure all “one-off jobs” are billed in a timely manner and ensure all creditors invoices are ready for payment. * Raised purchase orders and process delivered into SAP for Australia and New Zealand. * Reviewed sales orders/purchase orders monthly to ensure there are no outstanding issues. Liaised with AR and AP on monthly basis for Australia and New Zealand. * Reviewed of GRIR, Dunning Reports and onetime invoices. * Provided back up for preparing payroll and any other in the absence of any administrators in any other branch. * Reviewed costing sheet before sending it to Finance manager’s approval. * Reviewed Purchase requisition & update to ensure all the information is up to date and made sure Authority Matrix has been followed. * Reconciled expenses and revenues for all the clients that are showing * Maintained Assets register, Transfer and Disposal of Assets. * Provided training to new finance and branch administrators. * Provided back up to maintain Vehicle fleet list at Leaseplan and Eroad including sending reminders to managers on FBT, Service, WOF and infringement etc. for company vehicles. * Prepared Quarterly report for contract managers in Australia and New Zealand and any other reports required by branch managers, area managers and general Managers. * Assisted Management Accountant with month end and year end duties and in analysing cost & revenue against budget and forecasts. * Ensured month and year end close reports are completed accurately and timely for Australia and New Zealand. * Supervised the work of branch administrators and made sure their work is completed accurately and timely. * Provided backup for other administrators whenever required. * Undertook any other tasks as may be required to assist the Company to achieve its business objectives, including assisting the finance team when required.   **Snug Insulation Pty Ltd, Accounts Assistant, Auckland, New Zealand**  Nov 2016–Jan 2018  **Responsibilities:**   * Building and maintaining relationships with staff, suppliers and clients. * Following office workflow procedures to ensure maximum efficiency. * Maintaining files and records with effective filing systems. * Processing invoices and answering the queries of the customers. * Preparing quotations and answering customer queries within the given timeframes. * Daily bank reconciliation. * Monitoring office expenditures. * Performing daily basic bookkeeping activities and update the accounting system. * Dealing with customer complaints or issues. * Booking appointments for the Old House Assessment team and maintaining the calendar. * Monitoring office supplies and placing orders. * Assisting with weekly payroll for the house assessment and sales team for salary and commissions. * Assisting warehouse team whenever necessary.   **Fonterra Co-operative Group, Service Centre Representative, Auckland, New Zealand**  Nov 2015–Nov 2016   * Worked in a team, reporting to Office Manager. * Provided services for mailroom, office supplies, switch board, reprographics and meeting room setup. * Asked open-ended questions to assess customer needs. * Provided excellent customer service by responding to requests, assisting with any query. * Politely assisted customers in person and via telephone. * Restocked inventory ever week. * Assisted Office manager for weekly payroll.   **Wipro BPS, Customer Service Executive, Noida, India**  Jun 2014-Aug 2015   * Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently. * Escalated critical customer issues to the supervisor immediately to avoid lost revenue and canceled policies. * Updated account information in each customer’s record so that data was accurate. * Received payment information from customers and implemented it carefully into the system to alleviate errors. * Asked open-ended questions to assess customer needs/query. * Answered customer telephone calls promptly and in an appropriate manner. * Answered product questions with up-to-date knowledge of sales and promotions. * Resolved all customer complaints in a professional manner while prioritizing customer satisfaction. * Developed reputation as an efficient service provider with high levels of accuracy.  Extra curricular **Student Representative, The University of Auckland**   * Created awareness for the students and received feedback regarding the business school. * Providing feedback to the business management team improve the learning experience.   **Chief Financial Officer | Mikes Bike Business Simulation**  **The University of Auckland**   * Worked in a diverse team for over ten weeks to manage a company in a competitive business simulation. * Worked along the executive team to forecast the budget and pricing strategies. * Providing dividends * Analysing shareholder value. * Preparing financial reports   **Training Assistant, Wipro BPS**   * Secured 1st position in the voice and process training and helped others to qualify. |