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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.CONTACTPHONE:+919910718003Address: Third Floor J26 Paryavaran Complex, IGNOU Road, Delhi - 110030EMAIL:**achintsarna123@gmail.com**SkillsSAP FI COPower BiMS Office (Word, Excel, PowerPoint & Outlook)Salesforce CRMCompetitive AnalysisFinancial AnalysisXEROContract Management Data ManagementData entryOffice Administration Problem-solvingCustomer serviceTime managementAttentivenessBusiness AcumenTech Savvy   |  | EDUCATION**The University of Auckland, Auckland, New Zealand**Sept 2015 – Nov 2016Master 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 2014Bachelor’s in Technology, Electronics and TelecommunicationsWORK 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.
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