ANOOTOSH SARKAR



# Permanent Address:

# C/o Banshi Pollai; Dr. R. Ahmed Dental Hostel. 33, Linton Street, Beniapukur. Kolkata 700014, West Bengal (Near Linton Post Office)

# Current Address:

# House# 1-60/30/195/136, Anjaiah Nagar, lane opp. To SPAR mall/SLN Terminus, Anjaiah Nagar bus stop, Gachibowli, Hyderabad – 500032, Telangana

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SUMMARY

An Analyst and former collections specialist versed in the day to day research and analytical activities required to drive Order-to-Cash operations, managing ad-hoc tasks and driving automation and process improvements wherever possible, to meet Account receivables operation requirements more conveniently

SKILLSET

* Active listening, Communication & Soft skills
* Cash Applications, Deductions research
* SAP COMET, SAP ATLAS
* Excel Pivot table analytics
* Excel Macros & VBA
* Oracle IRIS - R12, Oracle Peoplesoft

PROFESSIONAL EXPERIENCE

# WIPRO Ltd.

# Salt Lake Sector - 5, block DM, Kolkata, West Bengal

# Senior Associate (Band-AA), 05/2013 to 02/2016

Joined as an Associate in customer billing support desk working for a reputed UK based telecom company, and my roles were as follows :

* Supporting customers on invoice related queries over telephone and via emails.
* Researching on disputed invoices in order to clarify the same to customers as per their queries.
* Reviewing refund requests and communicating to the specific team to have the customer refunds processed .
* Forwarding the researched data to management for further analysis of factors that drive customer queries.

After 20 months in the above mentioned role, moved on to customer Payment support under the same company’s platform. My roles here were as follows :

* Sorting out customers with higher numbers of overdue invoices and high value overdue invoices
* Regular follow ups with customers to update them on past due invoices and obtaining payment information for these.
* Taking payments from customers who would pay their overdue invoices over the phone and updating the sheet of overdue invoices accordingly.
* Researching on credit notes raised against specific invoices and updating the sheet of overdue invoices accordingly.
* Researching to recognize potential bad debt items and escalating them to third party agencies for further follow up.
* Forwarding the updated sheet of payments collected to the management for further reporting to the client.

# GENPACT

# Unitech Building – Tower C1, Newtown, Rajarhat, Kolkata, West Bengal.

# Process Developer (PD), 02/2016 to 01/2018

Joined as a process developer in the Order-to-Cash operations team working on an assigned portfolio of 500 US Government customers (B2B) undertaking the following roles :

* Cash log analysis & review – Reviewing, researching and analyzing the nature of payments made or deductions taken by the customers on invoices from the daily Cash report received from the Cash importing & Reconciliations team
* Cash log report – Recording the cash log analysis data in Excel to prepare the daily cash log/Morning report
* Cash Application/postingin SAP– Applying/posting the cash/payments received to the open invoices in the respective customer accounts according to the Cash log report and/or as per the remittance advice received from the customer depending on their respective payment methods in SAP ERP
* Identifying & coding Deductions & Overpayments in SAP – Identifying deductions taken/claimed and overpayments made by the customers on certain invoice(s), researching call-tags and/or other appropriate reasons for the deductions taken or overpayments made on those invoices, and coding them as per their appropriate nature using Reason Codes in SAP
* Preparing and Updating weekly Account Review sheet – Importing a full report of customer accounts having open items (invoices, credits, etc.) from SAP into Excel to prepare the Account Review sheet and update it using V-lookup from the old sheet on a weekly basis
* Customer receivables Prioritization - Sorting out customers based on high value to Low value past due amounts from the account review sheet in order to prioritize the open/past due items on a Pareto priniciple basis and classifying them into ageing buckets based on the number of days they are past due.
* Collections – Based on the prioritized report, preparing the Open Items Statement and communicating the same to the customers for Collecting on those past due invoices via email and further over-the-phone follow ups on the basis of the ageing buckets data
* Client review/presentation on WEBEX conference – Presenting to the clients/OTC admin. team over bi-weekly Webex calls, the updated data such as the total amount of AR, past dues standing till date, status of the customer follow ups done, payments received or deferred, reasons or issues behind deferred payments, etc. which would help them obtain the financial status of the company’s books.
* Bad debt Write off – Identifying potential bad debt items and escalating such items to the client/administration requesting approval for writing these off the books. On receiving approval, writing off the approved items to the Bad Debt Ledger in SAP
* SOP updation – Updating the Standard Operating Procedures maintained in an MS Word file, from time to time as per changes communicated by the client team
* Duties as a Back-up Resource – As a backup resource for my off-shore team members, performing cash applications for their customer portfolios

## Process Improvements driven :

* Automatic remittance retention for Excel-format remittances: Suggested a Macro to automate the daily activity of uploading Excel format Remittances retrieved from customers into the Remittance database shared folder
* Process documents integration: Created the government customer contact database sheet, updated the process SOP for government customers and other process docs. and integrated them into organized folders to make lookups easier and organize tasks better

# OPTUM Global Solutions (United Health Group)

# Building no. 12-B, Raheja Mindspace, Hitech city, Madhapur, Hyderabad, Telangana.

# Analyst L2 (Grade 23), 04/2018 to 04/2020

Joined Optum as an Analyst in the Global Finance team to work in the Accounts Receivables Disputes project as an individual contributor in a team of 15 people wherein, my roles were the following:

* Reviewing Open/Short-paid invoices – Reviewing open ageing invoices and partially paid ones which were escalated by the onshore CS team for further review.
* Tracking and posting Unapplied payments in Oracle R12 – Running a report of unapplied payments, reviewing them and posting them to appropriate open/past due invoices in Oracle ERP.
* Review and correction of incorrectly posted payments – Reviewing payments which were applied to wrong invoices and re-applying them to the correct invoices which were paid.
* Researching disputed customer Insurance claims – Researching claims by customers disputing that their insurance should pay for the drugs they ordered on their past due invoices and escalating further to the UHC (Insurance) team if the claims are not found to be valid.
* Researching Call-Tags for Return claims – Refund claims for returned medications had to be researched by checking for Call tags raised and processing refunds accordingly.
* Processing adjustments/Write Offs – In case of valid Insurance claims or Return claims, filing adjustments/Write-offs of open invoices with appropriate reason codes and approvals in Oracle.
* Fun SPOC activities – Being a member of the OGS Fun team, arranging and taking part in fun activities like Friday fun, bay decoration, Festival games, etc.

After a year in the above project, I was transferred to the Briova Rx Cash applications project managed by a different onshore team where my roles as an SME are the following:

* Allocation of Unapplied Lockbox checks – Downloading report of Unapplied checks from the Lockbox/bank portal, allocating the number of checks to the team by assigning them in equal numbers to each member for cash application.
* Cash Application of Lockbox checks in Oracle Peoplesoft – Posting the lockbox checks which are assigned to myself, to the appropriate open invoices in Oracle as per the Remittance received.
* Cash Application of ACH transactions – Downloading ACH transaction Remittances from the Insurance portal and applying the payments to appropriate invoices.
* Onshore updates on WEBEX calls – Attending WEBEX conferences for updates from the Onshore team regarding changes in the processes and communicating doubts/ideas from our team to them.
* Communicating updates/changes to the team – Communicating and explaining the onshore updates to the team during team Huddles and sharing MOM with the team after the Huddle.
* Fun SPOC activities - Being a member of the OGS Fun team, arranging and taking part in fun activities like Friday fun, bay decoration, Festival games, etc.

## ‘Bright –Ideas’/Improvements given :

* Suggested Auto Write-Off of pre-approved adjustments using Data Load tool: The adjustments/write-offs that came pre-approved from client side had to be manually adjusted in Oracle along with the ones which we researched and approved. Hence, suggested the pre-approved adjustments to be written off using a macro recorded into the Data-Load application which would run the Write-off operation in Oracle
* The Ageing bucket tracker: Created the Ageing bucket tracker which would help the team members to keep a track on the number of checks closed, ageing of the pending checks in their buckets, etc. which they would otherwise have to asses directly from Sharepoint dumps taking more time

EDUCATION & CERTIFICATIONS

# Indian Certificate of Secondary Education [I.C. S.E]: 2007

Albany Hall Public School [under regulations of CISCE] - Parkcircus, Kolkata, West Bengal.

# Indian School Certificate [I.S.C]: 2009

Albany Hall Public School [under regulations of CISCE] - Parkcircus, Kolkata, West Bengal.

# Bachelor of Commmerce [B.COM]: Acounting & commerce, 2013

Bangabasi Evening College [under regulations of C.U.] - Sealdah, Kolkata, West Bengal.

# Certification in Tally ERP 9 (Release 6): 2017

Brilliant Computer Institute for career based courses - Esplanade, Kolkata, West Bengal.

# Certification in Advanced Excel functions & Pivot Analytics (Excel 2010/2013): 2019

# Online certification by Maven Analytics at Udemy.com

# Certification in Visual Basic for Applications and Macro usage (Excel 2010/2013): 2020

Online certification by XelPlus at Udemy.com

EXTRA-CURRICULARS

# Martial Artist & Sub-instructor [Yellow Kyu]: WBBKO, 06/2008

Joined West Bengal Budo Karate Org. in 2008 as a white belt/ junior athlete and have been practicing martial arts since then.

Between 2009 to 2018, fought in 6 state championships winning 3 of them with 2 knockout wins and 1 National Championship securing 2nd Runners up place.

In 2010, got promoted to Red Kyu (senior practitioner) responsible for helping Black belts/chief instructors to run training classes at WBBKO. Started training junior athletes in WBBKO evening classes in March, 2011 to 2013 as a sub-instructor. Active as a senior amateur member of WBBKO since June, 2013 holding a Yellow Kyu amateur degree since 2017.

# WBBKO Social and adventure activity programs

Volunteered in blood donation camps organized by WBBKO for 3 consecutive years from 2015 to 2017.

Participated in several Martial Art summer camps organized by WBBKO between 2010 to 2015.

# UHG CSR program at Home for the Disabled, Hyderabad, 2018

Attended CSR programs arranged by United Health Group annually at ‘Home for the Disabled’, Bansilapet, where I got an opportunity to volunteer my services to the disabled and homeless children connecting to the perspective of life from their side.

ADDITIONAL INFORMATION

* DATE OF BIRTH: 7th JUNE, 1990
* NATIONALITY : INDIAN
* **FATHER'S NAME:** Mr. AMIT SARKAR
* FATHER'S OCCUPATION: SERVICE
* **MOTHER'S NAME:** Mrs. KALPANA SARKAR
* MOTHER'S OCCUPATION: HOUSEWIFE
* MARITAL STATUS: SINGLE
* **HOBBIES:** Football, Painting, Reading books, Travelling
* **LANGUAGES KNOWN:** English, Hindi, Bengali.

RECOGNITIONS

# WIPRO - 2nd highest CSAT (Customer Satisfaction) scores for the month

June 2014, October 2014

**WIPRO - Highest collection on old invoice buckets**

July 2015; Collected 288 oldest invoices ageing more than 60 days in the month

# Genpact - Best Trainee in OtC team

April, 2016 : For completeing the OtC training in the shortest period (3 weeks) before hitting production.

# Optum – Spot award for Sporty work attitude and work prioritization

August, 2019: For maintaining a sporty and fun-loving attitude at work, organization and prioritization of tasks

If you love life, don't waste time, for time is what life is made up of.

 - *Bruce lee*

SIG. : DATE: PLACE: