**Vijaya Kumar**

No: 52 26th Street GKM Colony Chennai 82

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**CAREER OBJECTIVE**

To be a part for the better growth of the organization and which explores my potential and provides me with the opportunity to enhance my talent with an intention to be an asset to the company.

**STRENGTH**

* Quick-grasping and self-learning with value added attitude.
* Flexible, Diplomatic and able to coordinate with others to achieve goals

**EDUCATIONAL QUALIFICATION**

* **B.COM (Finance)**, *Madras University* with 68%
* **STD XII***, with 66 %*

**TECHNICAL EXPERTISE**

**LANGUAGE SKILLS:** MS office

**AREAS OF INTEREST:** Finance and Accounts.

**OFFICE TOOLS:** Oracle, SAP, Grow Smart, Tally ERP.

**WORK EXPERIENCE**

**COMPANY 1** : **IIFL GROUP**

**DESIGNATION**  : Senior Executive (AR & COLLECTIONS)

**PERIODS**  : March 2013– Till Date

**ROLES & RESPONSIBILITIES:**

**Responsibilities:**

* Mentoring and training junior team member and new staff.
* Manage the debtors ATB, sending on time SOA’s to customers though GetPaid
* Dispute logging and to chase with respective billing departments for resolution
* Reporting Resolve credit balances & delinquent account problems; Responsible for transaction processing and meeting the required productivity target.
* Account reconciliation and cash allocations per the remittance from customers.
* Manage Customers to stay within the given credit limit
* Conduct weekly reviews and being part of weekly debtors meeting with onshore management
* Respond to and act on cases submitted by the business for data entry and correction, recording activity in a case monitoring tool
* Assigning work to all the team members on daily basis.
* Assist in identifying data issues impacting the customer or the business processes
* Preparation and maintenance of Master Data Management process guides
* Facilitated successful internal and external audits through sound and thorough documentation.
* Root Cause Analysis & Follow Up with every Team for Corrective Action.
* Preparing Monthly Dash Board and other MIS report for the team.
* Does Smart Escalations within Customers chain of Management, Collections Management and sales Hierarchy in case of non –responsiveness from Customer on repeated Follow-Ups and Calls.
* Conducts periodical calls with line of Business (sales and dispute) teams to identify and highlight Top Customer Challenges with regard to outstanding Payment.
* Works internally with other supporting groups i.e. Order Booking, cash Applications, Credits, Contracts, Revenue Recognition and Accounts receivable teams to remove all Disputes Raised by Customer.
* Prioritize customer touches to achieve Monthly/Quarterly Cash and Aging Targets
* Preparing Cash Flow Forecast (CFF) on prior week to avoid insufficient fund.

**COMPANY 2** : **Lason India Pvt Ltd.**

**DESIGNATION**: Process Expert

**ROLES & RESPONSIBILITIES:**

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| --- |
| * Reconcile customer accounts. Maintain department reports. * Answer inquiries from internal and external customers via phone and email. * Assist with accounts receivable and special projects as needed. * Apply client payments to invoices and complete all payment batches by end of day * Assist in maintenance of files, including filing of general ledger journal vouchers and   accounts receivable documentation and other miscellaneous filings   * Issue credits to customers as required. |

* Responsible for client call and sort-out the issue on our projects.
* Responsible to prepare SOPs for all the activities and make them sign off.
* Responsible to Validate the SOWs and Process Metrics
* Responsible for submission of detailed report of Process performance at regular intervals to the Stakeholders as well as Senior Management (MIS), Daily/Weekly/Monthly dashboard reporting to client
* Communicate with stakeholders related to process issues.
* Identifying and communicating potential risks and failure points.
* Playing as a single point of contact and first point of escalation for the team
* Join kick-off & regular project meeting to understand the project schedule, product specification, customer's requirement, business mode, trading term.
* Handling the reversals and reposting and other exceptional cases through business mails& calls when its required.
* Preparation of Quality Assurance Report and ensure that all documents are handled within the TAT (Same day)
* Internal Quality Check Controller
* Preparation of all the reports like daily, weekly (difference between audit and invoice value) monthly (Error trend comparison between two months).

**PERSONAL DETAILS:**

**Father’s Name :** G. Pachai Muthu

**Date of Birth :** 11/7/1985

**Marital Status** : Married.

**Declaration:**

It is therefore asserted that this document is an interpretation of my supplemental application and the information specified here is true to the finest of my comprehension.

Place: Chennai