**Curriculum Vitae**

**Satendra Surendra Parihar.**

**Career Objective:**

To work with an organization where responsibilities and given roles are challenging to motivate me to be more productive.

**Work Experience: 1 Years to till date.**

**Current Employer: AXA Business Service Pvt. Ltd., Pune.**

**Job Title:** Specialist in Accounts Receivables Dept. Credit Control (Agency)

**Duration:** Joined on 27 May 2019 to till date.

**Work Description of Accounts Receivables -** Credit Control (Agency)**:**

* Working as a part of Credit Control (Agency) team.
* Setup New and Additional Agencies as and when required for the brokers.
* Critical process as an error in the agency set up will have a cascading effect on all the business written.
* Enable brokers to join, switch or exit networks.
* Amending commission scales, cancellation of agencies etc.
* Broker servicing with respect to Basic amendments to agencies. Updating customer addresses and contact details in database.
* Regular analysis of policies due and chasing brokers via emails and calls.
* Provide satisfactory responses to internal and external customer queries within agreed timelines,
* Completion of jobs as per the set KPI’s for each process to avoid any financial impact & customer complain.
* Performing internal audits & Preparing aging and production reports.
* Experience in customer service & client interaction.
* Experience in work allocation, Escalations and client query handling.
* Preparing MI and Daily, Weekly & Month end Reports.
* Created and Amended process notes for better and efficient processing and Clearing aged items from outstanding cases.
* Training to new joiners.

**Work Experience: 3 Years and 5 Months.**

**Current Employer: UPS Logistics Pvt. Ltd., Pune.**

**Job Title:** Analyst in Accounts Receivables Dept.

**Duration:** Joined on 08 June 2015 till 04 December 2018.

**Work Description of Accounts Receivables - Cash Application:**

* Experience in Cash Application, Collections, Bad debts, late fee and Intercompany transfers.
* Sending AR statement to the customer & Bad debts list to third party collection.
* Invoice processing to their account with maintaining accuracy, TAT and other SLA’s.
* Emailing customer for remittance information.
* Updating customer addresses and contact numbers in database.
* Performing internal audits & Preparing aging and production reports.
* Solving payment inquiries and disputes through RNT received internally and externally.
* Experience in customer service & client interaction.
* Experience in work allocation, Escalations and client query handling.
* Identifying and correcting the misapplied payments.
* Preparing and updating job aid with the help of onshore team if changes required.
* Helping in clearing of aging and critical payments of team members.
* Preparing and processing Centra (ICT - Intercompany transaction) for non-home fund received from other locations or business area.
* Cross Trained on more than 3 sub processes within team, supporting whenever required.
* Training to new comers.

**Educational Qualifications**:

* Completed B.Com (Spl. Costing) from Christ College, Pune in 2014 with 63.16%.
* Completed HSC under **Maharashtra Board** , Pune in 2011 with 50.50%.
* Completed SSC Under **Maharashtra Board**, **Pune** in 2008 with 65.84%.

**Applications:**

* **Oracle 12 for Refund checks.**
* Web based: Receivables Edge, BancTec, LARCS, AR Desktop Lookup.
* SAP based: People Soft and AR Desktop, E2K-Emicon 2000, Cyber Life.
* Linux based: QWS, Theta, OMD and Session, Mainframe.
* Server based: E2K, RNT, Citrix REPS, On-Demand and Remitter Database.

**Rewards and Recognition within UPS Logistics:**

* Rewarded with “Spark of Brilliance” in 2017 for best performance with 100% accuracy in UPS.
* Rewarded with “Certificate of Appreciation” in 2015 and 2016 in UPS.

**Extra-Curricular Activities:**

* Winner of Cricket Inter school trophy.
* Winner of Cricket in UPS Sports Events.

**Personal Profile:**

Date of Birth: 25 December 1992

Gender: Male

Marital Status: Unmarried

Nationality: Indian

Language Known: English, Hindi and Marathi

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Place: Pune

Date: (Parihar Satendra)