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Profile Summary

➢ Operations Specialist with 10+ years of experience in Finance, Order to Cash Process.
➢ Experience in Month end/Quarter end/ Year end close activities
➢ Billing Process - Manual, Semi-Automatic billing.
   Cash applications,
   AR- Collections, and Bank (Reconciliation).
➢ SLA/KPI Reporting: Monthly, quarterly, Yearend SLA/KPI reporting and signoffs
➢ Transition Management with *2* Pilot Transitions experience
➢ Transformations: Successfully implemented process improvement idea to reduce manual efforts.

Achievements:

➢ Achieved as best performer in the month of July 2013 and October 2014
➢ Received the best team award in 2016
➢ Significant value ads provided to customers in turning around query resolutions.
➢ Received outstanding achievement award in 2018
➢ Being part of Audit process (Internal)

Employment History

August 2019 to till date	Just Energy Business Services	Billing Operations Specialist
August 2015 to August 2019	Conduent Business Services	Collections Analyst
May 2012 to August 2015	Hewlett Packard GBS	Senior Financial Associate

Just Energy Business Services – Billing Operations Specialist

- Working on the unbilled customer reports to know the reason why the invoices were not generated for the customers.
- Working on the account cancellation request receiving from the CSR team.
- Working on billing cases received in Salesforce through Zuora.
- Process document preparation.
- Performing weekly bill run to send the e-invoices to the customer through mail merge.
- Processing refunds.
- KPIs were achieved within the necessary time frames by generating weekly/monthly reports
- Preparing reports in Sales Force
- Working on failure report (Vantiv and Chase)
- Creation of credit note, debit note and write off.
- Giving credit and discounts in the customer's account.
- Making price change in the customer's account as per the customer service confirmation
- Processing payments in Sales force.
- Activate the customer's account when it is suspended
- Preparing weekly/Monthly Bank reconciliation

Conduent Business Services – Collections Analyst.

- As a collector to make sure the given Target is met.
- Day today task is responded, as collector the e-mails are responded on time.
- Coordinating among the Teams, to make sure that customer is been invoiced accurately and cash collected.
- My Role was Largely into Collections, as a collector I am responsible to work on all past due invoices and to follow up on all the past due payments and request the customer to make payments for all the past due invoices
- Work on the dispute and the deduction taken by the customer on the invoice.
- Release the held orders for the customer upon request.
- Creating Manual invoices when the customer takes deduction.
- File claims based on the dispute codes.
- Work on past due report and customer refunds
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- Working on credit reference forms.
- Attending customer's /Requestor queries
- Extracting the ageing report from Main frame
- Ensure that all accounts receivable invoices are sent out to the customers before the due date of the invoice and incoming payments are posted and any outstanding payments are followed up monthly.

- Working on SLA and KPI reports.
- Preparing the CFO file and the report
- Worked on a quick solver project.

Hewlett Packard GBS   Senior Financial Associate.

O2C- Billing & Cash Application

Managing the Invoicing process operations for AOL Advertising Inc.

Invoicing

- Handling invoicing process. As a biller, I am responsible to set up the contract (Tech/manual) according to the agreed deal with the customer and invoice them accordingly. Ensuring customers are invoiced properly and identifying any issues that would cause delays in invoicing. Interact with account's manager to resolve the issue and avoid delays.
- Creation of credit memo, debit memo and bad debt write off.
- Backing out or adjusting the revenue if deal goes underperformed.
- Working with Account manager for correction of agreement.
- Working with deal management team for planning error of the contract.
- Approvals and rejection of the contract setup.
- Monthly Contract Review Evaluation.
- Ensure that the Service Level Agreement (SLA) metrics are consistently met/exceeded.
- Ensure that the team productivity target is at 100%.
- Monitor or Work on the progress of Process improvement projects
- Work list management and processing.

Key Role:

- Quality check and approval for the contract which are above $100,000.
- Training new jonnies and bring their hands-on process within the training period.
- Able to work along with teams towards achieving stipulated targets.
- Resolve inbound invoicing queries/ Escalate to the Biller if required

Cash application:

- As a cash applier I need to check the remittance for each customer and apply the cash to the correct invoices and to the correct customer account.
- As a cash poster I will look at the customer's name or invoice number on the payment find the associated remittance and post it to the outstanding Accounts receivable invoice.
- Exception workflow to manage payments on account, partial application, and unidentified remittance.
- Discrepancy management workflow for managing payment mismatches.
- Check: Allocation of Payment on basis of remittance received from Wells Fargo website.
- Credit Card: Allocation of payment received through credit cards.
- Maintaining daily trackers.
- Resolving the queries received from the collection team.

- Preparing CAPA tracker.
- Working on F.99 report (Deduction Report)

SALES FORCE.COM (SFDC)
- SFDC is an application used to verify or cross check the details related to the campaign. SFDC is a tool wherein we check all the details of the campaigns.
- The campaign start date is verified with the help of SFDC.
- The campaign end date is verified with the help of SFDC.
- To know the sales manager for the campaign.
- To know the account manager for the campaign.
- Commission for the contract.
- Credit worthiness of the dealer.
- Net terms if its more than 90days

Personal summary	
Marital status	Single
Languages Known	English, Tamil & Kannada
Current location	Bangalore
Nationality	Indian
Qualification	B. Com
Tools used	SAP 6.0, SFDC-Sales force.com, MPS-Media Planning System, Zen desk Tool, MS-Office, Information Management System (IMS) - Main Frame, Print site, ODM (Online Document Management), Zuora, Microsoft SQL Server Management

I hereby declare that the information furnished above is true to the best of my knowledge

(Supriya Govindaraj)