

PROFILE SUMMARY

An astute & result-oriented professional with **15+ years** of knowledge and experience in the areas of Billing, O2C Management, Invoicing, Cash-Posting, Reconciliation, Month-End Close Activities, Dispute Handling. Experience in working with cross-functional teams consisting of global/regional stakeholders. Skilled in accurately preparing weekly and monthly reports within tight deadlines.

Demonstrated ability in enhancing Transitions, operational efficiencies, streamlining workflow processes and implementing effective control measures to enhance productivity levels thus achieving corporate goals and objectives. Deft in partnering with Invoicing team, cash application and Customer Success to resolve customer billing inquiries in a timely manner. Strong command of finance billing procedures and worked with multiple billing systems. Detail oriented, problem solver with excellent analytical strengths and track record of optimizing productivity, reducing cost, and increasing profit.

Ability to thrive in a fast paced, rapidly changing work environment. Highly proactive and self-motivated individual with excellent team bonding, interpersonal relationship, communication, coordination & collaboration, analytical and problems solving skills.

WORK EXPERIENCE

February 2022 – March 2023

**Senior Manager – Global Billing & Revenue Operations,
Branch Metrics APAC India Pvt Ltd.**

Branch provides the leading mobile linking platform, with solutions that unify user experience and measurement across different devices, platforms, and channels.

- Support with the processing of system transactions such as service provisioning (activation), cash applications, cancellations, and other service related requests (e.g., Billing & Collection).
- Handling outbound collection efforts & Inquiries for domestic and international accounts with a 'Partners First' mentality and enhance customer experience towards excellence.
- Maintain accuracy, integrity, and completeness of the accounts receivable portfolio by resolving invoice disputes and collecting past due receivables.
- Maximize cash collection to meet/exceed monthly cash targets.
- Work across departments to research and resolve invoice disputes and requests for exceptions, in a timely manner.
- Assist the broader team to maintain and monitor business financials, and support the organization's short-term and long-term business goals.
- Support the team in developing and implementing procedures/policies to elevate the organization's objectives in a way they can be enforceable, reduces organizational/operational expenses, and increases efficiency.
- Work cross-functionally to develop and optimize billing processes and systems for international markets.
- Support the Finance/Billing Organization with special projects as requested.

CORE SKILLS

- Order to Cash Management
- Transition Management
- Client Relations
- Financial Reporting
- Dispute Resolution
- Accounts Receivable
- Billing & Collections
- Process Improvement
- Customer Service
- Cash Applications
- Organizational Development
- Time Management
- Training & Development
- Team Management

TECHNICAL SKILLS

- Microsoft Office
- G-Suite
- NAV
- SFDC
- Dynamics 365
- AX
- QuickBooks

EDUCATION

- **MBA in Finance and Accounting** from Institute of Technology & Management (ITM), Mumbai, in 2011

AWARDS

- **3 Times Best Team Performer (Monthly)**
- **3 Times Best Team Performer (Quarterly)**
- **Spot Bonus & Client appreciation** for promptness in work

PERSONAL DETAILS

- **Date of Birth:** 27th February
- **Nationality:** Indian
- **Address:** Mumbai, Maharashtra, India

June 2011 – Oct 2021

Head – Billing & Collections (APAC),

Komli Media India Private Limited – Jun 2011 to Nov 2015 (Mumbai)

Komli was acquired by Adknowledge Dec'15

Adknowledge Asia Pacific Pte. Ltd (Independent Contractor) – Dec 2015 to Jan 2016 (Mumbai)

Adknowledge Asia Thailand Co Ltd. – Feb 2016 to May 2017 (Bangkok, Thailand)

Adknowledge Asia India Pvt. Ltd. – Jun 2017 to Feb 2018 (Mumbai)

Smart Books LLP – Mar 2018 to Dec'18 (Contractual Employee on behalf of Adknowledge) (Mumbai)

Axiata Digital Advertising Sdn Bhd – Jan'19 – Oct21 (Kuala Lumpur, Malaysia)

Axiata Digital Advertising Sdn Bhd is an integrated digital marketing business with a vision to deliver the future of marketing by combining the best of data science, technology, creative and content.

- Revenue & Cost Assurance, Centralized Invoicing Control (across 10 functional entities - APAC) and Ensuring the Revenue and cost are properly recorded, accounted and reported
- Variance Analysis of Revenue and Cost
- Sales Order Approval as per policy
- Work with cross-functional teams in resolving revenue and cos related issues
- Reporting & MIS Generate various monthly/quarterly Revenue, Cost & Profitability Reports.
- Monthly & Quarterly book closure process; Ensuring financial books are closed on time.
- Audit - Managing the Internal & Statutory Audit of the Business
- Inter-company accounting for all markets (Revenue & Cost)
- Client & Publisher Rebate booking and Reconciliation
- Support towards System implementation and data migration to new accounting systems
- Maintaining & Updating Currency Master in the system (Monthly)
- Prepares and overview other reports related to Credit & Collections including but not limited to Cash Collections & Account Review Files with Notes and Expected Payments.
- Provide support during audits especially on queries relating to collections.
- Perform internal and external (client facing) meetings to discuss credit & collections issues, challenges, status, etc.
- Monitor and analyze the debtors aging report, while maintaining a healthy DSO
- Ensured speedy resolution of queries and grievances to avoid delay in collections and maintaining quality across all entities.
- Assist in credit checks on prospective customers prior to the launch of new customer campaigns.
- Support weekly cash flow forecast for accounts receivable, month-end / year-end accounts closing as required.
- Liaison with Legal and Taxation dept. for formalizing MOU's and Agreements, Review and govern the operations procedure and guidelines at all entities.
- Proficient to give process improvement ideas in order to improve efficiency within the team by making the best possible use of a System ERP.

February 2011 – June 2011**Analyst – CAO Finance Team (Transition & Strategy), Nomura Services India Private Limited**

Nomura along with its broker-dealer, banking and other financial services subsidiaries, provides investment, financing and related services to individual, institutional and government customers on a global basis with an emphasis on securities businesses

- BCP coordinator for Finance
- Maintenance of Organization Chart – Finance
- Preparing Issue log and Ageing Tracker
- Updating of Micro site & BCP portal
- Preparing EMEA & US deck for weekly calls
- Space Allocation & Management
- Metrics Pack, EMC Deck
- Updating Finance updates in Orbit Shift & SOX
- Maintaining Training MIS and Learning Curve
- Acting as a support for FLAD (Finance Learning and Development)
- Maintaining records of all the trainings under FLAD
- Coordinating with the different finance departments
- Rag Dashboard
- Updating L1/L2 for Finance new joinee's
- Preparing Department & Tier file for the Finance Department

May 2007 – January 2011**Senior Associate - Billing & Finance, TP Verify Screening Services Private Limited**

(C/o First Advantage Private Limited)

First Advantage provides background screening solutions for employers and property

- Preparing Billing MIS on monthly basis.
- Creating Invoices on monthly basis.
- Handling Collections.
- Handling client queries related to collections and billing on daily basis.
- Preparing revenue provision sheet, revenue trends report & new sales report on monthly basis.
- Tracking Daily Final Report (DFR) log and accordingly preparing the monthly billing MIS.
- Coordinating with various internal departments for billing related queries.
- Handling Key Clients for Background Screening.
- Conducting confidential reference checks of the candidates.
- Preparing Background Verification reports.
- Have managed verification team in the absence of the Team Leader.