**Deepak G**

Plot no.62/3, Saraswathi nagar colony, Lothkunta, Secunderabad - 500015

Cell: 9966553118

Deepu.adi13@gmail.com

Professional Summary

Thorough Accounts Receivable Specialist who is able to maintain accurate active and archived receivables records. Adept at computer filing utilizing even the most complex computer system and auditing receivables to create an accurate aging report. Specializes in Account Receivable and billing.

Educational Qualifications:

* MBA(FINANCE) from Sikkim Manipal University (2005-2007)
* B.Com from MNR Degree College, Osmania University (2002-2005)
* Intermediate form Kendriya Vidyalaya BARODA,GUJRAT (2002)
* Matriculation form Kendriya Vidyalaya HISSAR CANTT, HARAYANA(2000) Expertise on
* Exceptional computer skills and computer network comprehension
* Strong eye for detail
* Excellent analytical and problem-solving skills
* Strong managerial and supervisory experience
* Dedicated to completing tasks on or before deadlines
* Able to act as collections officer as well Professional Experience:

# Broadridge Financial Services

Process Lead in Account Receivable Billing, billing and Customer communication process - March2014 till date

* + Prepare customer statements, bills and invoices, and reconcile expenses to the general ledger
	+ Calculate and post receipts to appropriate general ledger accounts and verify details of transactions, such as funds received and total account balances
	+ Prepare monthly receivable statements
	+ Posts revenues by verifying and entering transactions form lock box and local deposits.
	+ Updates receivables by totaling unpaid invoices.
	+ Maintains records by microfilming invoices, debits, and credits.
	+ Verifies validity of account discrepancies by obtaining and investigating information from sales, trade promotions, customer service departments, and from customers;
	+ Resolves valid or authorized deductions by entering adjusting entries.
	+ Resolves invalid or unauthorized deductions by following pending deductions procedures.
	+ Resolves collections by examining customer payment plans, payment history, credit line; coordinating contact with collections department.
	+ Summarizes receivables by maintaining invoice accounts; coordinating monthly transfer to accounts receivable account; verifying totals; preparing report.
	+ Protects organization's value by keeping information confidential.
	+ Updates job knowledge by participating in educational opportunities.
	+ Accomplishes accounting and organization mission by completing related results as needed.

# Achievements:

* + - Best performer award for the quarter Q2’15 and Q4’18
		- Customer cash award for the year 2017.

# Genpact Pvt Ltd.

AR Cash Application Specialist - Apr2009 to Feb 2014

* + Cash Applications: High volume data entry including setup of all new accounts in electric database Process and accurately apply all incoming payments for all customer accounts from various sources including:
* Live Checks
* Credit Cards
* Daily Cash
* Electronic Lockbox
	+ Wire Transfers Identify and communicate discrepancies in payments received with department credit analysts Prepare and charge all credit card clients on the scheduled designated cycle or as prescribed by payment plan.
	+ Download, review, reconcile and post all lockbox payments on a current and daily basis.
	+ Maintain and update all customer ACH information Invoice all NSF rejects and ensure to communicate to collections department Performs reconciliation of daily deposits to the cash postings.
	+ Researches unidentified payments for proper posting or return to the payer within 48 hrs. of receipt.
	+ Responsible for processing credit card payments. Calculates all contractual allowances to be posted in conjunction with the cash posting.
	+ Responsible for month-end closing activity including report generation and distribution on automated accounting system Responsible for producing the daily customer cash receipts reports Research and resolve unapplied cash and gains approval from Accounting Manager monthly Review and spread accurately each day all customer payments from lockbox and ROA receipts.
	+ Contact customers as required regarding questionable payments and resolve based on departmental procedures. Prepare detailed, accurate and organized, accounts receivable reconciliations for customer requests as well as internal requests.
	+ Responsible for initiating unapplied payment and chargeback correspondence to customers.
	+ Maintain the responsibility for unapplied payments and lockbox bookkeeping accounts in assigned areas. Assist with mailing or faxing customer invoice copy requests as required.
	+ Provide quality, professional customer service to all internal and external A/R Center personnel. Additional tasks/duties as assigned by Finance Management and Supervisor/Manager

# Achievements:

* + - Best performer award for the quarter ended January 2010 to march 2010
		- Customer award for the month of September 2011.
		- Bronze award for the quarter January to March 2012.

# ICICI Bank Ltd.,

Phone Banking Officer (Banking and Demat department) - Oct 2006 to Dec 2008

* Responsible for assisting customers who would call into the bank to resolve issues or start new accounts.
* Assisted in developing several successful online marketing campaigns that increased revenue.
* Responsible for working the reception desk on occasion and making sure that all customers got their questions answered by experts.
* Resolving Customers query for their Saving account, Demat Account etc.
* Proactive Updates to customers on their investment opportunities in Mutual Funds, Fixed Deposits, Stock acquisitions, Insurance opportunities etc.
* Ensure Customer service excellence by displaying complete bonus to the customers query/problems.
* Delivering service with requisite courtesy and accuracy.
* Nil Defects (100% adherence to product and process)
* Ensuring Nil Customer complaints
* Ensuring excellent SLS scores.
* Escalating/highlighting customer problem incidences & Adherence to service and sales compliance

Technical Skills

* MS Word
* Outlook
* Excel
* Oracle
* Data entry and management
* Knowledge of key accounting principles and procedures

Personal Details:

* + Sex : Male
	+ Passport details : S1948822 (With valid US visa up to Sep 2026)
	+ Date of Birth : 13th June 1984
	+ Nationality : Indian
	+ Languages Known : English, Hindi, Malayalam & Telugu
	+ Hobbies : Watching and playing cricket & football, Cooking, Music.