**RESUME**

**THARANYA NACHAPALLI**

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Phone: 9618162828

**Career Objective:**

To associate myself with an environment, which provides me with a progressive and challenging career, which helps me to creatively enhance and apply my talents for mutual benefit of the organization and self.

**Education Qualification:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **Institution** | **Year of completion** | **%** |
| MBA - HR | Pallavi School of Business Management  |  2020 | 80 |
| B.Com (Professionals) |  Loyola Academy Degree and P.G College |  2016 |  82 |
| Intermediate (C.E.C ) | Loyola Academy Jr. College |  2013 | 75  |
| SSC |  Sri Datta Talent High school | 2011  | 77  |

**Work Experience:**

**DELL -** Global Financial Services - Accounts Receivables (Collections)

( November 5th 2018– Present )

**Job Role:**

* Responsible for collection activities including sending follow up inquires, working on resolving the past dues on the accounts.
* Identifying reasons for non-payment, issuing appropriate credits, handling purchase order discrepancies, tax and invoicing issues.
* Identifying & reconciling payment that are unapplied due to incorrect/incomplete remittance.
* Liaise with different departments within and outside of Dell like Sales, Order Processing, Dispute resolution team, Procurement etc. on a regular basis to get any information related to outstanding invoices which will help get them paid.
* Working with the Sales team and Credit controllers and monitoring customer’s payment behavior which would help the company in determining the credit limit provided to customers.
* Attending conference calls (both internal & external) to better identify issues that may be stopping customers from paying as per Terms and resolving errors caused internally.
* Sending reports to the Team regarding the strategies assigned.
* Organizing team activities.
* Working on Portal accounts ( Ariba/ Coupa ).

**Awards & Recognition ( DELL )**

* Received Inspire Award from the Manager
* Shout out award for resolving disputes on one of the accounts

**Previous Experience :**

**SYNCHRONY -** Customer service - Senior customer service executive

( July 18th 2016 – Oct 31st 2018 )

**Job Role:**

* Worked as senior customer service executive by resolving Account related queries for Payment Solutions which include General Billing Inquiries, Fee waivers, Promotions, Website issues. Always Focused on Client set Targets and ensured to exceed expectations on metrics like CCT, QCAL, FCR, VOC.

**Technical Skills:**

* MS Word and Excel application
* Worked on Oracle/ SAP tools

**Hobbies:**

* Cooking
* Listening to Music

**Personal Profile**

Father's Name : N. Amarnath

Date of Birth : 16th January, 1996

Nationality : Indian

Languages Known : English, Telugu & Hindi.

Place: Hyderabad

Date :

(Tharanya Nachapalli)