

SANGEETHA N

DOB:- 18th Dec 1996

Gender: Female

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PROFILE:

- IT Professional with overall **5.7 years of ERP Functional consultation experience in Oracle Cloud and Oracle EBS (R12 Applications) with specialization in Finance modules such as Accounts Receivable, Cash Management, Advanced Collections, Oracle Payments** and Financial Management (Reconciliation, Cash/Credit Management, Taxes, Dispute Management), Operations and Client Services.
- Achieve SLA targets with Client satisfaction as the prime objective.
- Excellent written and verbal communication skills, Email writing & Problem-solving skills.

CORE COMPETENCIES :-

Oracle Fusion (Cloud) R13- Finance Functionalities- Project Experience in modules like Accounts Payable, Accounts Receivable, Cash Management, Advanced Collections.

Oracle JD Edwards (9.1 version) and Oracle R12 Applications(ERP Version 12.1.3) - Project level understanding of modules which support finance functionalities like AR, AP, Cash Management, Advanced Collections, Order Management.

Jira – Project Experience in creating, updating and keeping a track of the development in User Stories.

TOOLS :-

- Oracle Service Cloud (OSVC).
- Workload Management Tool (WMS).
- Subscription Cloud Management (SPM).
- Radar.
- Lavante.
- Microsoft Visio.
- Jira.

PROFESSIONAL AFFILIATIONS / CERTIFICATIONS :-

Certified Oracle Implementation Specialist in Oracle cloud Payables 2021

Certified Oracle Implementation Professional in Oracle cloud Receivables 2021

Certified Oracle Implementation Professional in Oracle cloud Inventory 2021

SAP FI CO (2017)

DELOTTE CONSULTING INDIA (USI)

Oct 2021 – Present

AIOPS. D – (UTILIZATION OF AI/ML MODEL TO AUTOMATE THE CASH MANAGEMENT

ROLE:- ACCOUNTS RECEIVABLE SPECIALIST :-

As an AR Specialist and functional lead for AR Cash Application, took an active role in business requirement gathering, Gap Analysis, Mapping and Solution designing for AR Cash Apps process.

Extensively involved in Building, Process and Solution designing in the area of Cash and Collections management specialized with existing Oracle and SAP Cash and collections methodologies. Facilitated team calls with Engineering, AI ML and Technical teams on daily basis for regular updates and involved in documentation and training initiatives.

Key Responsibilities :-

- Working with the Engineering team in building an intelligent & self-operating Receivables Management solution that runs in an auto-pilot mode with minimal human intervention.
- Analyzing the Gaps in Oracle cloud and worked with SAP functional team to create Intelligent Cash Application that goes above & beyond automating customer payment matching by combining multiple data sources (including correspondence & customer portals) to intelligently apply & clear outstanding receivables.
- Worked closely with Enabling and Engineering teams to gather functional requirements and created UI wireframe mockup screens in Excel for developing a new AI Automated Cash Applications Dashboard.
- Created Automated Cash Application(ACA) Process flow where AI processes the payment and invoice data fetched from ERP through standard(Banks, lockbox) and Non Standard sources-Email attachments –(Customer emails with payment confirmation) and convert it to standard format to consolidate all payments and match exceptions in a single dashboard so AI can predict and suggest payment matching based on predefined parameter and criteria.
- Designing, drafting and updating the User Stories and Process Flow for the Business Financial SAP and Oracle AR module to ensure seamless user experiences for business end users as per the requirement and supporting technical team during user acceptance testing phase to ensure user stories were effective and met business requirements.
- Proactively managing the changes in Project Milestones, Project Scope, Project Plan and identify potential risks by monitoring and tracking Timelines to achieve finalized goals and deliverables by collaborating with project teams and stakeholders.
- Collaborated with cross-functional teams by having a strong relationship including QA engineers, Enabling team, developers and AI ML teams to gather requirements and ensure business needs were met for successful implementation of the new Solution.
- Created Test Data for matching Invoices and Payments on multiple scenarios through which AI ML will automatically identify and does direct and indirect matching of the receipts.
- Worked closely in assisting the Enabling team to make them understand the functionality of AR Oracle Cash Applications process and to have a comparative analysis between the New Automated Solution (Autonomous Cash Application) and the gaps in Oracle Cash Apps specific to Business requirements.
- Worked with Product Manager to meet the release timeline and the goals for that release along with the projects tasks and raise any issues and risks to meet the timeline.
- Prepared documents for UAT and Test Scenarios for Phase1 and involved in Testing/loading the Project Conversions thru FBDI Templates.

PROJECT :- KROGER CO.

ROLE:- FUNCTIONAL CONSULTANT - As a functional consultant was responsible for ensuring that the issues faced by Client and Client's vendors are resolved in a timely manner and that any broken links in the Invoice to Pay workflow are remediated.

- Led the offshore team of 8 members for Kroger Supplier Remediation project and reported to the onshore client directly on daily basis to share regular updates.
- Collaborating with vendors and clients to gather information and ensuring that the work around is in place to resolve the multiple complex invoice issues to reduce the backlog.
- Identifying and Managing Project dependencies, critical paths and introduced end user training manuals to increase the speed of resolution of queries. This helped the team to reduce the resolution by almost 50%.
- Worked on customized tool of client (Lavante) and interacting with the team to resolve the issues which we find during the testing phase when required. .
- Worked as a SPOC for client stakeholder and Led a project to reduce the aging of the mailbox with 1300+ issues from 4 weeks to 1 day within a month and migrated the queries from mailbox to Lavante platform.
- Worked as an escalation point on behalf of Client and resolved a log of 1000+ claims and queries while maintaining the aging of 1 day on Lavante platform and ensured that supplier invoice issues are resolved in end-to-end manner and timely payments to vendors.
- Helping the team members in executing the test scripts and analyze the issues reported by team members and provide the solutions.
- Discussing with Onsite team and Development team to come up with a conclusion that the reports are being prepared for the client by maintaining and communicating daily and biweekly reports and sharing the same with the client for ongoing issues so the incidents were addressed on priority basis until resolution.
- Responsible for Interviews for new resources to be hired as per requirement and further mentoring and facilitating knowledge transfer sessions to the new team members.
- Creating a proactive problem plan to prevent similar incidents from happening and following up with client for an update in progress of the remediation plan.

Achievements:

- ❖ Appreciated by Client for the Ownership taken on issues and follow up till the resolution.
- ❖ Was appreciated by Client's Vendor for the best experience User had.
- ❖ Appreciation by Client for taking the Responsibility and Leading the Team by coordinating in major activities which was an improvement of existing infrastructure.

- Managing a Portfolio of \$50M of Saas/Paas AR for North America.
- Good knowledge of Oracle R12 (E-Business Suite in *Oracle Cloud*) and Order to cash cycle.
- Forecasting for Cash collections and AR collections during the financial month. Also, working on portfolios with an ageing of 90+, 120+, 180+ and 360+ days.
- Responsible for monitoring and maintaining assigned accounts; customer calls, account adjustments, small balance write off, customer reconciliations and processing credit memos.
- Reconciliation of customer disputes as they pertain to payment of outstanding balances that are due.
- Implement Collections & Dispute Management process to ensure delinquencies are in control through & maintain a good overall DSO.
- Make daily cash /check deposit to the bank report & research any discrepancy that may arise. Reporting & Forecasting & sending statements to clients, Raising CM & DM, Reconciliation, Handling disputes, follow up with clients. -Receivables Management.
- Reduce risk by ensuring all collection activities are in adherence to federal and state regulations and maintaining accurate records.
- Reduction of unidentified and unapplied cash through research and reconciliation.
- Review and manage Credit memo and Rebill requests initiated.
- Handling weekly calls with Sales and client to understand Invoicing requirements.
- Provide possible feedback to management regarding necessary changes and updates, including policies, upgrades and customer care issues.
- Provide Pre-sales and Post-sales support to the CSM and sales teams.
- Manage internal and external escalations from customers, business partners and within the team.
- Review and approve Disputes raised by the Customers and resolve disputes on products and purchases by working with different LOB's, sales and customer.
- Identify disputes & invoicing errors preventing prompt payment by client & take appropriate steps for prompt resolution.
- Perform account reconciliations to ensure that cash receipts and accurately applied.
- Work in conjunction with the Cash Application team as necessary to ensure proper application of customer remittances and investigate on remittance advice for payment receipts by various means of research, analysis & contact communication.
- Handle, log and facilitate queries on billing from the customers& resolve the same with the help of the relevant (Sales/Billing/Account/Order) teams.
- Presenting data in an effective manner for various presentations and reviews.
- Coordinating with internal departments (Cash application, Accounts receivable, Accounts Payable, Project accounting, Order management and Credit) to make sure issues, requests and queries are addressed and resolved in a timely manner.
- Other responsibilities include thorough researching of customer's Purchase Orders and Ordering Documents, recognizing invoicing errors and submitting for credit memo and re-bill.

- Reconciles ledger and deals with all invoice and expense claim queries. Also responsible for Accounts Receivable.
- Requests payments, assigns to appropriate account, and obtains all necessary documentation for processing.
- Receives payments, credits appropriate account and prepares all necessary documentation for processing.
- May research and resolve invoicing problems with suppliers and vendors; escalates more complex issues to manager.
- May research and resolve invoicing issues with clients; escalates more complex issues to manager.
- May provide research and documentation to regional and corporate accounting to reconcile inter-branch transfers and general ledger issues.
- May perform collections tasks as assigned such as contact customers and pursue outstanding balances, conduct detailed research, reconciliation and analysis required to resolve all nonpayment or account disputes.
- Adheres to compliance and operational risk controls and regulatory standards and policies and practices.
- Reconciling the cash balances daily and performing the required checks when monitoring the settlement of cash transactions.
- Regulatory report data inputs and support for such inputs.
- Client Reporting to Internal stakeholders.
- Maintaining records of transactions and interactions. Appropriate and timely follow-ups wherever required.

Client Servicing Executive

- Involved in the complete planning of the events, conducting event day briefings, venue checks and coordinating all operations.
- Shaping and contributing to the development and execution of each event individually.
- Confer with clients to determine their needs for planning wedding events.
- Determine allocated budgets and provide clients with information on what can be done within the budget.
- Interview and Negotiate rates with vendors and hire ones that meet the budget and make sure that catering details are handled properly.
- Responsible for creating concept, visualizing the ideas, and planning events making presentations for client Meetings
- Responsible for greeting new customers taking their information and turning their wedding ideas into realities.
- Handled presentation work and sampling work for Big Budget Weddings, Birthday Parties, Anniversary, Housewarming etc.,
- Responsible for all the planning, production and execution of weddings and events on site.
- Setting up and managing a team of Logistics, Hospitality Management, Food & Beverage, Decor and production of Stage, Mandapa, and DJ.
- Engage with guests and always look for ways to enhance the service and creating an exceptional experience for our guests.
- Supervise and motivate the team to meet service

OPERATIONAL EXPERIENCE :-

- Proven ability to manage multiple projects with competing deadlines.
- Managed multiple projects simultaneously, ensuring timely completion and delivery of high-quality user stories.
- Detail-oriented and committed to producing high-quality work.
- Query Management, High level of Client Servicing.
- Training & Development, Follow-ups & Weekly Calls.
- Excellent communication and interpersonal skills, able to work collaboratively with cross-functional teams.
- Practical knowledge in Cash Management to deliver at optimal standards.
- Client Services, training, query handling, reconciliation, Dispute Management.
- Invoicing, Royalty Invoice, Billing, Credit and Debit Memo & Intercompany Reconciliation.
- Variance analysis – Actual vs Forecast.
- Preparation of accrual reports, Revenue recognition, Revenue tracking.
- Good knowledge of financial planning and analysis, forecasting, budgeting.
- Reconciling Unbilled and Revenue GL accounts.
- Key tester for R-12 and Fusion Applications (E- Business suite, i-receivables)
- Trained new joiners on system navigation and cloud collections process.
- Good knowledge of Excel.
- Good communication and interpersonal skills, strong conceptual skills.
- Team leadership, organized, goal and detail-oriented.
- Work independently and a good team player.
- Quick and self-learner, good analytical and problem solving skills.
- Strong understanding of finance and accounting.
- Good project management skills.

EDUCATION :-

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|---|------------|
| ➤ Maharani Commerce & Management College.
B. Com (2014-2017) | 72% |
| ➤ Corporation Girls College.
PUC (2012-2014) | 80% |
| ➤ St Rocks Girls High School.
SSLC (2012) | 56% |

TRAINING PROGRAMMES ATTENDED

- People Management
- Customer Management
- Train the Trainer
- Leadership Building Programme

ACHEIVEMENTS & CO - CURRICULAR ACTIVITIES :-

- Nominated for South India Young Women Achievers Award
- UPSC ASPIRANT (Cleared Prelims and Mains twice)
- VICE PRESIDENT in final year of Graduation.
- Class Representative for all 3 years of Graduation.
- NCC Cadet.
- Member in Youth for Seva, Youth for Parivarthan and RSS.

LANGUAGES KNOWN :-

English, Kannada, Tamil, Hindi & Telugu.

DECLARATION :-

I hereby declare that all the above mentioned facts are true to the best of my knowledge.

Place: Bangalore

Date:

(Sangeetha N)