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| **MANOJ BALAKRISHNAN**  **Mobile**: +91-9689496308; **E-Mail**: mandieta\_b@rediffmail.com  **Address:** Devi Niwas, Sector 145, Plot 28, Sai Nagar, Dehuroad, Pune - 412101 |

**F&A- P2P-Payment Processing | R2R Accounting (Record to Report)**

**Achievement-Driven Accounts Expert with rich experience of over 14 years in Finance & Accounts right from designing & implementing financial systems to facilitate enhanced financial control and make the business processes more robust with enhanced internal controls.**

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| **AREAS OF EXPERTISE**  Finance & Accounts  Record to Report Accounting  Internal Control  Account Reconciliations  Invoice Posting  Payments Processing  Customer Relations  Documentation  Process Improvements and Quality Analysis  Customer Service, Customer Data Management | **PROFILE SUMMARY**     * **A result oriented professional offering 14 years of a successful career** with diverse role distinguished by commended performance in Operations Management, Process Management and Team Management. * **Built and maintained healthy relations with potential clients** and ensured high customer satisfaction matrices by achieving delivery & services quality norms Led overall performance of the General Ledger process by providing strategic and operational leadership * Expertise in **developing a business impact based operating paradigms to focus on stakeholder results** such as month end closing within schedule, reporting on financial statements & so on * Developed a **strong cadence with business stakeholders to consistently evaluate the performance of shared service** against targets; ensured effective service delivery with maximum client satisfaction and team management * Gained exposure of streamlining the working procedures & formulating cost-effective solutions for enhancing accounting operations, **directing financial analysis and internal & regulatory reporting** * **Strong people management skills** and aptitude to build & retain high performance team |

**WORK EXPERIENCE**

**Oct 2020 – Till date : Wipro Ltd. as Assistant Manager (AR/AP)**

* Managing a team of plus 15 members
* Responsible of seeing that AP staff carried out the day to day operations successfully
* Streamlined and documented all procedures
* Respond to inquiries via daily/ weekly call from internal and external stakeholders
* Participated in ISO audit for current Organization
* Researched and solve issues, correcting invoicing problems previously missed.

**Mar 2017 – June 2020: Symantec Software India Pvt. Ltd. as Associate Customer Service Specialist (O2C)**

* Closely monitored daily operations and issues using pre-built CRM tool
* Work with Subject Matter Experts in the Centres of Excellence for process improvements
* Part of UAT testing team while transition of Bluecoat Renewals from APAC, EMEA and AMS region.
* Provides customer support at a specialist level, acting as the "knowledge base" of information across the Entitle function
* Validate and Manage errors relating to Bill To/Ship To details in Oracle & Install base. Create, validate and manage purchase requisitions (PR) for subcontracting partners.
* Work with global stakeholders and exhibit strong customer focus, keeping up to date knowledge with product and service information and updates
* Sales process analysis and design analysis - design and implement sales order workflows and process to achieve sales and operations objectives
* Creating and maintaining of Sales Orders, Service Orders & Quotations. Places orders, providing information on part pricing and availability, order status, and delivery information, resolve customer complaints and issues.
* Quickly respond to calls, web cases, emails and chats - deliver a high level of service and provide prompt resolution to ensure internal customer satisfaction
* Utilized reporting & analysis to identify potential opportunities for improved ease of doing business and/or operational efficiency
* Order Processing - Review, validate PO, order processing and tracking, SLA reporting, working on cases and

resolve queries based on various process workflows and logical thinking

**Mar 2011 - Feb 2017: Infosys BPM Ltd. as Accountant Operations**

* Migrated Record to Report activities from Poland, Egypt & Germany in 2013, 2014 & 2016
* Managed process documentation included defining the process flow of each process, responsibility matrix, escalation matrix, process owners, FAQs, etc.
* Acted as Subject Matter Expert – P2P & R2R which covered:
* Balance Sheet Account Reconciliation and Month End Closing Reports
* To make sure that all accounts are reconciled at month end to avoid differences in General Ledger.
* Preparation of reconciliations, journal voucher, monthly & quarterly report and bank reconciliations
* BCS (Business Consolidation System report preparation)
* Preparation of accruals (Rent Accruals, Payroll processing, Full & Final settlement posting)
* Analysis of expenses
* Examined all invoices for appropriate documentation and approval prior to payment
* Reconcile vendor statements, Intercompany accounts, research and correct discrepancies
* Collaborate with other Teams Support the calculation for the Accounts Payable accrual on a monthly basis
* Perform Weekly & monthly GR/IR reconciliations and Assist in month end closing
* Executing analysis and reports as assigned and taking appropriate action as necessary.
* Compiling with and helping to achieve internal control over financial reporting compliance in AP
* Processed invoices for vendor payments in the ERP system - PO invoices & Non-PO
* Processed 3-way P.O. matching invoices, (T&E) Travel & Expenses Invoices, and Intercompany Invoices
* Maintained files & documentation thoroughly and accurately, in line with company policy and accepted accounting practices
* Strive to impress customers with exceptional service and continually search for ways to improve processes and deliver additional value to the stakeholders

**Nov 2005 - Sep 2010: Infosys BPM Ltd. as Customer Service Associate**

* Supervised semi-voice process entailing dealing with Internal BT customers, assisting them in placing orders through Order Gateway, provision and cessation of telephone lines, broadband, Hub in their premises & office; dealt with queries and provided them with correct solution hence maintaining RFT
* Kept a track of CSS database to ensure that customers were billed appropriately for CP&C provided maintenance services
* Ensured that service repairs were exacted on warranty or maintenance covered equipment
* Identified and recovered unbilled maintenance contract revenue
* Assisted the BT sales channel and ensured accurate maintenance contract data
* Curbed loss of maintenance revenue through proactively identifying and resolving process or systems failures
* Effectively handled monthly calls with the client to discuss the key areas to maximize all possible revenue opportunities and root Cause analysis and correction

**Significant Accomplishments**

* Augmented utilization of resources through cross trainings
* Minimized unit time and enhanced the work capacity by process improvement processing
* Pivotal in setting-up the process for AP & GL after Transition
* Successfully completed the T100 module of Fundamentals of Telecommunication Training Program (Covering Voice & Data Technology and the ETOM process framework held at PUNE on Jan 22-23, 2008

**EDUCATION**

* B.Com. from Pune University in 2002

**CERTIFICATIONS**

* Accounting Foundation Certifications
* Excel PivotTables: Mastering PivotTables and Pivot Charts
* Supply Chain Foundations
* RPA: Automation Anywhere
* Introducing Robotic Process Automation

**TECHNICAL SKILLS**

* **Accounting Tools** (SAP, Oracle, Sales Force, CRM, etc.): 5 years of working experience in SAP and 3 years of working experience in Oracle R12
* **CRM:** Salesforce, ERP: Oracle 11i, R12, SAP
* **Process Mapping, Training & Development**
* **Auditing**: Monthly Auditing of Close to 350 GL accounts in balance sheet account reconciliation and bank reconciliation done by peers in SAP
* **Microsoft** Certified Professional

**EXTRACURRICULAR ACTIVITIES**

* Representing Local Football Club registered under Pune District Football Association (PDFA)
* Participated in All India Inter University Football Championship and represented Pune University in (2004-05)

**PERSONAL DETAILS**

**Languages Known**: English, Hindi, Marathi, Kannada, and Tamil