



NEHA CHITLANGIA

BUSINESS ANALYST



WORK EXPERIENCE

An enthusiastic mind, who takes her work not as a job but as a calling, a passion. Holding experiences in - Information Technology, Legal, Financial & Education industry.

These diverse sectors have helped me grow and add value to my professional management competency as :

Finance Analyst - Subscription Specialist : October 2019 to present **Sapaad Software Pvt. Ltd. : [sapaad](#)**

- Product & pricing advisory to customers
- Inter & intra department communication to streamline processes and resolve queries
- Drive overall payment success rate by monitoring, routing or switching between gateways and payment methods
- Manage and settle transactional disputes in real time by coordinating with the customer experience department and gateway company.
- Coordinate with various departments execute projects as per the requirements.
- Creating of SOP for finance department.
- Constant watch on product quality by tracking shortcomings, removing barriers and escalating to appropriate level when required.

Operations Manager : October 2018 to September 2019 **A & A Associates**

- Design new business workflows by analyzing requirements
- Collecting and analyzing market information
- Managing inbound and outbound queries
- Budget & vendor management

Finance Associate - June 2014 to September 2018 **LegalEase Solutions LLC : [legaleasesolutions](#)**

- Working capital management
- Handling of accounts receivables & payables
- Member of Due Diligence team
- Contract review
- Project wise resource management
- Processing and maintaining of W2, W4, W9 & 1099 forms
- Attending to banking functions
- CTC calculations for US hires and managing payroll
- Developing SOP's and documentation of activities
- Project management & time keeping for contractors
- Creating and linking web pages on payment platforms
- Setting up of payment portals
- Scrutinizing landing pages for online stores
- Point person to connect Finance with Technology

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🌐 English



Hindi



Malayalam



SKILLS

- ✓ Communication
- ✓ Team management
- ✓ Big picture thinking
- ✓ Proactive
- ✓ Interpret information into data
- ✓ Planning & monitoring
- ✓ Business process development & optimization

INTERESTS

- ☐ Up cycle activities
- ☐ Fitness
- ☐ Travelling

OTHER AREAS

Banking Functions



Accounts Receivables & Payables



Working Capital Management



Relationship Management



Client & Project Management



Contract Review & Documentation



Revenue & Expense Management



Recruitment



TOOLS

- ADP
- Fundbox
- Draw.io
- PaySimple
- Paymen tech
- Strip & 2Checkout
- Bill4Time & Zoho
- QuickBooks

Business Analyst - September 2011 to January 2014 CAC CA Campus

- Operations management
- Constant watch on sales numbers
- Monitored client preferences to focus on sales efforts
- Developed plans to acquire new clients
- Approached educational institutions to provide Chartered Accountancy course awareness.
- Organized and coordinated training programs to introduce course material to potential clients
- Making presentations to promote new products

Accounts Assistant May 2009 to August 2011 with :

Chandra Kant Patwari, Kolkata

Krishnamoorthy & Krishnamoorthy, Kochi

Assisted multiple audits & accounting compliances for units in the CSEZ, small size companies and charitable trusts.

Guest Lecturer

Have functioned as guest lecturer in private coaching centers providing training for professional programs in and around Kerala. Acquired hands on experience in Academic Research & Writing.

- Logic School of Management, Cochin
- Phoenix, Pathanamthitha
- Unique Institute of Management, Calicut
- CA Cinch, Thrissur
- Knowledge Academy of Research & Education (KARE), Cochin



EDUCATION

University of Pennsylvania (via Coursera)

- Business Analytics

Institute of Company Secretaries of India

- Intermediate level

Mahatma Gandhi University, Kerala

- Bachelor of Commerce

The Choice School, Kochi



CERTIFICATIONS

1. Project Management
2. Business Process Improvement & Process Mapping