

OBJECTIVE:

Intend to build a career with leading corporation with committed and dedicated people, which would help me to explore myself fully and realize my potential. Willing to work as a key player in challenging and creative environment.

EXPERIENCE :

- **Cvent Inc as Accounts receivables Senior associate Oct 2018 onwards.**

- Core responsibilities include:

- Managing AR Portfolio for collection of outstanding payments for delinquent customers as well as handling client queries related to their accounts and signed legal agreements/order forms. This involves research and inter-team communication.
 - Primary goal to meet and exceed cash targets in various AR buckets from overall cash to 90+ aging
 - Handling calls both inbound and outbound calls for delinquent clients as well as obtaining purchase orders/ W9 / new vendor forms.
 - Work on Ad-hoc projects as needed.
 - Sending dunning notices to past due customers as per the aging of invoices maintaining consistent follow ups.
 - Inbound calls cover various scenarios including payment-related queries along with detailed signed agreement queries and general account-related queries.
 - Outbound calls while maintaining AP/POC contact details, to help with debt realization and emphasizing to minimize bad debt.
 - Zoom meetings with Clients and Sales to resolve disputes and reconciliation of outstanding balances and credit reconciliation. Also include steps to escalate accounts to Sales and order to cash manager for resolution/ bad debt write-off.
 - Research for discrepancies and help resolve open credits on the accounts for various clients using salesforce.com for backup / proof for invoices.
 - Resolution of aged invoices by researching and finding the scope of adjustment, writing off in bad debt or matching with the database/revenue reserve.
 - Check vendor portals for invoice status and payment processing.
 - Reconcile each customer's data to plan resolution and follow up with each client.
 - Occasionally work on settlements and payment plans to help the clients.
 - Process small dollar write-offs, customer reconciliation, and processing credit memo request, and debit memos.
 - Maintain day-to-day reports with daily updates in Excel and report to AR collection team and AR collection manager.

- **Genpact services as process developer, September 2016-Sept 2018**

- -Core responsibility was "business to customer collections", for Private label credit cards. Included attending Auto dialer and inbound calls for payment resolution of delinquent clients. Offering payment plans and schedules for outstanding.

- **Snapdeal as "customer experience executive" from February 2015 to November 2015**

- Core responsibility was to resolve client issues related to their orders on the website including refunds and replacements. Also included backend processing of customer data and resolving issues related to refund and replacement per the customer history and approved parameters.

- **Worked as Technical office assistant at Shivangi International, from January 2013 to Dec 2014**

- -Core responsibility was that of an assistant. The role included handling outbound and inbound emails for international trade of commodities including handling NCNDAs and Agreements. Including daily tasks of scheduling meetings and assisting the Employer with their technical tasks.

ACADEMIC QUALIFICATIONS

- XII in 2006 from Guru Tegh Bahadur, Meerut (CBSE) with an aggregate of 70.4% marks.
- X in 2004 from St. Thomas English Medium, Convent School (ICSE) with an aggregate of 74.4%.
- Graduate in arts.

TECHINICAL SKILL SETS

- Microsoft Suite (Word, Excel, PowerPoint)
- Salesforce
- Oracle DBMS
- Oracle EBS
- Microsoft Basics

ADDITIONAL QUALIFICATION

Hold DIT diploma from NIIT, Meerut.

KEY SKILLS:

- Proficient in English and in Hindi.
- Proficient in Computer operations.
- Negotiation skills
- Research oriented approach
- Microsoft excel.
- Attention to details and quality of work.
- Time prioritization and organizational skills.
- Understanding of overall quote to cash sales cycle.
- Teamwork and strong communication skills.

EXTRA CURRICULUR ACTIVITIES:

- Participated in various college / School Annual Function activities.
- Fitness Retreats.
- Guitar Enthusiast

STRENGTHS:

- High Grasping power.
- Communication skills.
- Teamwork.
- Adaptability.
- Optimism.
- Diligence.
- Inquisitiveness.
- Unconventional thinking.
- Communication skills

PERSONAL INFORMATION:

Father's name : Mr. D.S. Bhati.
Date of Birth : 5th July 1988.
Passport Number: Under process.
Marital Status: Married
Sex: Male.
Hobbies: Movies, Music, exploring new gadgets.
Language proficiency: English, Hindi.

Signature:

Date :