**Divya Vedala**

Accounts Receivable Analyst

Highly motivated and result-oriented professional with more than five years of experience in Project management, reporting, query handling, administrative support and customer retentions. Can build relationship with clients and demonstrate consultative and collaborative approach.



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+91-8297795636



Hyderabad, India

# **PROFESSIONAL EXPERIENCE:**

## **Deloitte Support Services India Pvt. Ltd**

*Accounts Receivable Analyst*

***February 8, 2016 – Jan 29, 2021 Hyderabad, India***

### **Projects & Responsibilities:**

* + Handled a team of seven members by trainings and providing support.
	+ Perform follow up based on establish collections schedule on outstanding payments.
	+ Process Journal entries to allocate the invoice amounts and expenses appropriately to a
	specific WBS or to move amounts (Fees, expenses or unbilled amount) from one WBS to another.
	+ Trained new hires on various internal tools (SWIFT, Journal entry, DPS, DTE, Payables and Service Now).
	+ Interacting with various teams internally and cross boundaries (International Accounting Team, Cross Border, AP, HR team, etc., for various billing and reporting requirements for client projects.
	+ Provided inputs to the knowledge base of the process for the improvement.
	+ Experienced in Quality and Monitoring queues, check for being compliant, managing and negotiating deadlines to meet SLAs.
	+ Interact periodically with senior level internal, and sometimes external, clients to present various analyses, discuss recommendations, provide project financial advice and escalating issues.
	+ Clients: Managed Clients from prospect stage to sold-to using CP3(Deloitte internal tool).
	+ Projects: Create and manage projects from inception to end.
	+ Reporting: Generating and analyzing reports in SWIFT, DPS, CP3 as per the Business requirements.
	+ Financials: Processing Revenue Adjustments, journal entries as required for the engagement to make sure allocations are done accurately between engagements.

# **ACHIEVEMENTS**

* Handled multiple projects within a short span of time, after exceptionally completing my first project.
* Received “Spot” awards for best client service, project support and Customer appreciations.
* Received “Spot” awards for working on a bulk request and continued support throughout the timeframe.
* Received a certification for successful completion of the Workplace effectiveness certification.

 **Axis Bank**

*Trade and Finance operations*

***August 2013 to Feb 2016 Hyderabad, India***

### **Projects & Responsibilities:**

* + Handling and processing of Foreign Import and Export Letter of Credits.
	+ Lodgment, Acceptance and Realization of Export and Import collection bills.
	+ Handling and Maintenance of Swift messages regarding payments through MT103 MT202 and outstanding payments.
	+ Having Sound Knowledge of SWIFT (Society Worldwide for Interbank Financial Telecommunication).

**[24]7(Sears Process)**

*Executive Services* ***Bangalore, India***

***October 2012 to May 2013***

* + Worked with **Sears Process- Online sales** and their guidelines.
	+ Researching claims, Analyzing Information and Resolving claims, determining actions to be taken.
	+ Direct representative to take appropriate action on claims.
	+ Managing SOP’s and streamlining processes as per PCN (process change notification).
	+ Analysis on trends and Findings for faster revenue generation and billing purposes.
	+ Coordinating with various teams to increase operations efficiency and data availability.

***SKILL SET:***

* + Effective customer service and sales with excellent communication skills.
	+ Proficient in MS Office such as MS Excel, PowerPoint, Word and Power point presentation skills
	+ Developing dashboards using MS-Office to improve efficiency of the process.
	+ Strategic thinking and problem solving in providing solutions for the biweekly and monthly
	reports that are sent to the leadership.
	+ Provide inputs for process enhancement and good at knowledge transfer.

**EDUCATIONAL QUALIFICATIONS:**

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| **Degree (B. Tech I.T)** | Narayanamma Institute of Tech 2012 |
| **12th Intermediate** | Sri Chaitanya Jr College 2008 |
| **10th SSC** | Loyola School, Hyderabad 2006 |

**PERSONAL DETAILS:**

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| **Date of Birth** | 21st May, 1991 |
| **Present Address** | JB Residency, Employees Colony, Manikonda, Hyd-500089 |
| **Linguistic Ability** | English, Hindi, Telugu. |

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