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| ITI PANTNainital Uttarakhand 263126 · +918448945008 Itipant12@gmail.com · [linkedin.com/in/iti-pant-a76bb9b8](https://www.linkedin.com/in/iti-pant-a76bb9b8) |
| OTC Analyst with 3+ years of experience in Financial Services Industry. Expertise in managing Order to Cash operations, collections & customer queries, knowledge of IFRS 15, Fixed assets accounting, Prepayment accounting, Bank and Third-Party reconciliations, GAAP accounting principles, fundamentals of SAP, IFS 10 ERP and Master data management. |

# Experience

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| Nov 2017 – Current*IBM India Pvt. Ltd. – Sr. F&A Delivery Practitioner | Gurugram* * Managed cycle of OTC, throughout cash application, collections, disputes, analysis (aging), reconciliation and reporting for management.
* Processed refunds, bonuses, and write-offs on weekly and monthly basis.
* Ensured proper compliance within accounting standards is followed by the entire Finance group.
* Assisted with the implementation of internal controls, create the SOP for the AR department, and ensure timely closing of books of accounts.
* Developed a good understanding of technical functions and processes within the team.
* Prepared and updated DTPs in timely manner for process improvement and automation.
* Learned the roles of other team members to help reach department goals.
* Prepares daily and ad-hoc reporting within agreed SLAs.
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| August 2016 – Nov 2017*Genpact – Process Associate | Gurugram* * Managed Trading accounts of customers for a leading Banking Institution.
* Performed responsibilities of opening accounts, approving documents, resolving customer queries and complaints through ticketing system.
* Maintained customer records safely and handled compliance of audit operations and regulatory issues.
* Maintained accuracy and efficiency throughout the tenure and adhered to the established policies, procedures, and guidelines.
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# Education

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| **M.B. Govt. P. G College Haldwani Nainital Uttarakhand**[2012 – 2015]*Bachelor’s in commerce – B.com (55%)* |
| **Kendriya Vidyalaya Haldwani Nainital Uttarakhand**[2010 – 2012]*10+2 – Commerce (79%)* |

# Achievements

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| * **The Finance & Accounting Essentials Badge**- Acquired & demonstrated basic knowledge of Order to Cash Finance domain.
* **The Agile Explorer Badge**- Acquired & applied Agile values, principles & practices within team.
* **The Financial Markets Jumpstart Badge**- Acquired & demonstrated basic knowledge for Financial Markets Industry & their priorities.
* **The Automation Practitioner Badge**- Acquired & demonstrated basic understanding for Robotic Process Automation, Artificial Intelligence and Continuous Cognition.
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# Skills

* **Tools & Technologies-** Microsoft Excel, Microsoft Word, Microsoft PowerPoint, IFS 10 ERP, Email management, Spreadsheets.
* **Industry Knowledge-** Customer Service, People Management, Reporting, Presentation, Finance & Accounting, Trading & Brokerage.
* **Interpersonal-** Responsibility, Creative thinking, Active listening, Team building, Work management, Time management, Communication, Adaptability, Continuous learning.

# Others

* **NGO-** Participated in IBM’s social voluntary activities.Educated differently abled on different subjects like English & Confidence building during the Pandemic.

 Thank you

 (Iti Pant)