**CURRICULUM VITAE**

**Bonaventure Fernandes**

Ravi Park,

Flat No.104,

A-3 Bldg., ‘C’ Wing

Behind Parmar Park,

Wanowrie,

Pune-411 040

**Date of Birth** : 14th July 1970

**Marital Status** : Married

**Cellphone Number:** 9371049673

Email address: boneyfernandes@yahoo.com

* **Core Competencies**: Collections, Cash Application, Reconciliations, Order Entry, Billing, SOX Audits, User Application Testing, and Process Improvement/ Automation

**Professional Experience**

1. **Worked with Sutherland Global Services for Avaya India Pvt. Ltd., as an Associate Manager in U.S. / Canada, EMEA and APAC order entry team and billing from March 2015 to July 2019 (Rebadged from Avaya India Pvt. Ltd.)**

**Responsibilities:**

* Core responsibilities of the team include creation of customer sales orders and providing software support maintenance services to customers
* Managing and monitoring daily SLA’s thereby ensuring a timely turnaround time on requests received.
* Mentoring and assigning work along with resolving problems.
* Preparing MIS reports to provide feedback to top management on business operations, viz. count of sales orders, revenue generated and team performance.
* Analyzing current bandwidth to ensure optimum utilization of available resources.
* Co-ordinating with the stakeholders and understanding the needs of related departments to provide timely and expected service.
* Ensure records are processed by the team as per the required SOX requirements.
* Responsible for interactions with customers prior to and/or after sales.
* Develop and maintain positive customer relations by ensuring that customer requests are handled appropriately and in a timely manner.
* Providing solutions to a diverse range of moderately complex problems.
* In depth knowledge of company products, functions, marketing and service policies and procedures.
* Work on complex problems where analysis of situations or data requires an in-depth evaluation of various factors.
* Work with limited guidance on processes within defined criteria.
* Helping in on-boarding of new Partners and training them on various tools used by Avaya for Order Fulfilments.
* Conduct audits as per SOX requirements on a quarterly basis.
* Conduct UAT (User Acceptance Testing) for automation to be deployed for the process.
* Ensuring timely execution of processing orders / contracts to avoid escalations and negative CSAT.
1. **Worked as an Assistant Manager for Avaya India Pvt. Ltd. in Credit & collections from September 2008 to December 2012, and as an Assistant Manager Order Entry from January 2013 to February 2015.**

**Responsibilities:**

* Collecting due and overdue payments from customers based in the UK and Ireland.
* Cash application from the Bank account to the General Ledger and also applying these payments and clearing invoices as per the remittance advice of the customer.
* Investigating and resolving queries raised by customers.
* Liaise with customers and colleagues in the UK / Ireland region to resolve customer queries.
* Liaise with account managers and internal stakeholders on a timely basis in case of escalations so that queries were resolved, and payments were in on time.
* Train new entrants in the team on the systems and processes.
* Working closely with other regions as UK and Ireland were a part of the larger EMEA region to ensure that the quarterly targets were met.
* Conducting audits as per SOX requirements on a quarterly basis.
* Includes all points as stated above from January 2013 to February 2015.

**3. Worked with NCOP Ltd, Pune for an Insurance company in its collection department as a Customer Care Executive from August 2005 to March 2008**

**Responsibilities:**

* Handling a panel of brokers.
* Calling up brokers situated in the U.K. and resolving any issues on insurance policies.
* Following up on payments of premiums every month.
* Reconciling the accounts of brokers every month.
* Liaising with the underwriters to resolve broker queries on premiums for policies if any.
* Sending out checks to the brokers as and when requested.
* Analyzing the capabilities of brokers to make their payments on time and generating reports regarding their payment history to be submitted to account managers.

**Additional responsibilities:**

* Taking updates on old queries from a team of 15 on a weekly basis.
* Taking updates on large premiums due from the team.
* Creating worksheets (MS Excel) for members of the team for regular updates.
* Creating trackers (individual as well as team trackers) for the team (MS Excel) every month.
* Liaising with underwriters regarding queries which are not resolved over a long period of time on behalf of the team.
* Creating displays of the team board which shows the top five brokers of every team member on a monthly basis.
* Allocation of work in the team.
* Conducting daily huddles to give any important updates if any to the team whenever necessary.
* Helping team members (old as well as new) in solving queries if any.

**4. Worked with Mphasis, Pune as a Customer Service Executive for a U.S. based bank - collections process from July 2003 to August 2004 and then transferred to a Customer service process of a U.K. based bank from September 2004 to August 2005**

**Responsibilities:**

* Calling customers in the U.S. for collecting overdue payments on their credit cards (current as well as vintage).
* Processing cheque payments over the phone.
* Receiving calls from customers from the U.K. regarding their personal bank accounts and resolving queries if any.
* Giving account information to customers on their bank accounts calling from the U.K. after verifications of that individual.

**Additional responsibilities:**

* Keeping a track of login hours / breaks of a team of 16.
* Keeping a record of leave tracker of each member.

**Achievements:**

* Have received certificates for achieving 100% in customer service.

**Languages Known**

* English.

**Hobbies**

* Listening to Music
* Reading fiction as well as non- fiction books
* Travelling

Experience prior to corporate work has not been included here however, can be discussed if required.

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