

## PROFILE



# N RABI KIRAN PATTNAIK

## CONTACT

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Efficient AR Senior Analyst professional with 10+ years of experience performing various accounts receivable functions and Six Sigma Yellow Belt holder. Superior familiarity with collections techniques and customer query resolution. Knowledgeable about processing payments and pursuing past due balances. Well-versed in accurately coding different types of bills for clear record keeping and tracking. Team oriented, dependable and performance driven. Successful at efficiently handling client inquiries, billing and administrative tasks. Familiar with contracts and other documents affecting billing processes. Prepares professional, polished statements and business correspondence. Capable AR professional with expertise in reviewing and resolving discrepancies, producing reports, posting adjustments and team handling. Excellent communication, organizational and conflict resolution abilities paired with attentive, results-driven and industrious nature.

## WORK EXPERIENCE

Maersk Global Service Centre's (India)Ltd.  
Senior AR Analyst

May 2018–Current

- Driving the customer portfolio of ~\$40-50M USD in Accounts Receivable for Key Accounts and others.
- Own Key Client relationship from a Finance perspective Face to face meetings with Customers/KCMs on a regular basis to resolve issues, maintain relationships, understand new requirements, adoption on new tools and resources.
- Ensure all open items on customer reconciliations are completed within 7 days and updated SOA/Open details are provided to the customer.
- Deliver high-quality work while adhering to procedures and making sure consistent standardized responsibilities are conducted including dealing with escalations.
- Act as a primary point of contact for internal stakeholders by building strong and lasting relationships.
- Work Cross functionally to deliver value service to our KCs – Including Disputes, CS, TCM and BPOs.
- Drive root cause identification and fixing through IQ.
- Understand and streamline Invoice delivery and remittance receipt processes with customer - Support deployment of any new requirements or suggest improvements where needed to improve AR performance.

## EDUCATION:

### 2008 MBA (Master of Business Administration)

**University:** Biju Patnaik University of Technology, Rourkela

**College:** Srusti Academy of Management, Bhubaneswar, Odisha

### 2006 Bachelor of Commerce

**University:** Utkal University, Odisha

**College:** K.B.D.A.V College Nirakarpur, Odisha 2003

### Intermediate Science

**University:** Higher Secondary Education, Odisha.

**College:** S.E Railway Mixed Higher Secondary School, Khurda Road, Odisha

## COMPUTER SKILLS

- Languages: C, C++.
- Proficient with MS Office, ERP system, SAP and recently with SFDC.
- Diploma in Computer application.
- 100hours class successfully in French Spoken training.

- Ensure no open credit items in customer sub ledger.
- Responsible to drive Customer outcomes through positive customer experience in finance related processes.
- Monitor agreed service levels, and identify root cause when targets are not met, advise management of potential service failures and trends.
- Work independently and assist the team in realizing the team ambitions by sharing knowledge and best practices.
- Take full responsibility for customer experience by supporting the end-to-end customer service process in compliance with all company procedures and regulatory requirements for Import/Export areas.
- Efficiently distribute customer cases and enquiries to the right people/department based on advanced E2E understanding of Customer Service organization.
- Manage multiple tasks in a fast-paced environment.
- Ensure that there is a periodic reconciliation process in place with all credit customers (both internal and external), not less than at monthly intervals
- Ensure all changes to addresses etc., are communicated to Master data team.
- Follow up and clear dunning reports.
- Strong negotiation and problem-solving skills.
- Knowledge of billing procedures and collection techniques.
- Collection of delinquent accounts and management of customer relations.
- Completing tasks assigned by the manager accurately and efficiently.
- Monitoring debtor's balances for driving reduction in DSO & monthly customer reconciliations.
- Maintenance & timely updating of standard operating procedures for all activities within the AR Process.
- Involved for setting up KRA metrics for the AR team members & monitoring the same for evaluating team performance consistently.
- Maintaining dashboard reporting activities.

Accenture Financial Solutions  
Collection Analyst

October 2015 - May 2018

- Worked well independently and on a team to solve problems.
- Served as a friendly, hardworking, and punctual employee.
- Fully engaged with team members to achieve the highest levels of productivity.

## ACTIVITIES AND INTERESTS:

- Watching Cricket
- Solve Sudoku
- Singing Songs

## PERSONAL SKILLS:

- Account Receivables
- Six Sigma Yellow Belt
- Working knowledge of MS Office and databases.
- Chargeback
- High Volume
- Credit Note
- Collection Management
- MIS Reporting.
- Data management
- Financial Reporting
- Very good analytical skills.
- Invoicing
- Out of the box thinking
- Deposits
- Data Entry
- Compliance
- SAP
- Account Reconciliation
- Journal Entries

- Remained proactive and constantly took initiative to achieve desired outcomes.
- Led with excellent management and entrepreneurial skills.
- Cooperated with superiors and colleagues to achieve goals.
- Organized and prioritized work to complete assignments in a timely, efficient manner.
- Reduce violations to ensure adherence to proper collection procedures.
- Training new team members about the process and help them to navigate tools. (SAP, Siebel, recently SFDC)
- Prepared efficiency reports once per day in order to monitor daily production variances.
- Provide additional training to members of my team and also new employees.
- Implementing new initiatives and making sure all staff understand them. Attending and participating in team meetings.
- Prioritization important tasks and ensuring they get done first.
- Worked flexible hours including evenings and weekends if needed.

Hewlett Packard (HP)  
Collection Associate

July 2013 to October 2015

- Accountable for the collection's goals set for the portfolio.
- Making B2B collection calls to customers and identifying the reason behind delayed payments.
- Interface with customers and freight payment companies to expedite payment.
- Negotiate with customers and solicitors to reduce delinquency.
- Timely Escalate to the internal team to have the delinquent accounts resolve.
- Approve and authorize release of orders according to credit line and payment history within established guidelines.
- Timely receipt of payments: ensuring the collect-able payments from clients is received within the stipulated time period as per agreements.
- Responsible to prepare reports for across all AR entities and distributing to the top management.
- Downloading check / EFT payments from the bank site and uploading them into our daily workflow.
- Allocation & Adjustments – To ensure allocation of credit on account to open invoices, refund checks, credit & debit

## PERSONAL INFORMATION:

Date of Birth: 21st of June 1986

Father Name: N Appanna Pattnaik

Language Known: English, Hindi,  
Oriya, Telugu and Tamil

Marital Status: Married

Current Address: E205, Radiance  
Mercury, Gandhi Nagar,  
Perumbakkam, Chennai -100.

match offs and transfer funds from customer account to Refund account (General ledger).

- Give Training New Hires about the job description.
- Provide adequate Feedback to the New Joiners resulting in the efficiency of the process.

IBM Global Services  
Subject Matter Expert

November 2009 - September 2012

- Almost 3 years of rich experience in operations and quality Control.
- During my tenure with IBM, I was worked as a Subject Matter Expert with two major portfolios i.e. Customer Service and Email processing.
- Won many awards and recognition for the excellent role worked as a floor Supervisor.
- Handled a team of 7 advisors to handle outbound customer service calls and help them meet their job objectives.
- Job responsibility includes taking escalated calls whenever the customer wants to speak to a supervisor/manager.
- To initiate process re-engineering aligned to organizational goals.
- Reviewing the accounts on which the advisors work and make sure that no compliance violations are made.
- Monitor the calls taken by my team members and coaching them on their areas of opportunities by giving timely feedback on a weekly basis.
- Resolve customer complaints by calling the customers and providing them with appropriate resolutions for their grievances.
- Receive award for "Star Performer" for quality employee in 2012 with many customer appreciations.

Declaration:

I hereby state that the above-mentioned are true to the best of my knowledge and I would be responsible for the correctness of the same.

Yours Sincerely  
N Rabi Kiran Pattnaik  
Place: Chennai