*Dinesh R* *Email : dineshnair412@gmail.com*

*Business Development Specialist Mobile : 7598592688*

*Address : 13-137B, Sudha Bhavan,*

*Alathurai, Palliyadi(P.O),*

*Kanyakumari (T.N)-629169*

*Pincode – 629169.*

Linkedin : *www.linkedin.com/in/dinesh-r-72*

***Objective*** *: B.com Professional with 8 years of experience in multiple domains handling* ***Finance& Accounts- Accouts payable, Vendor support, Credit recovery, B2B - Business development operations, Travel and Expense, HR assistance*** *and* ***Client support.****. Looking to contribute my perseverance and talents for development of the company and to shape myself as a sagacious professional while serving the company, and contribute to the growth of the firm in every way I can to the growth of the firm in every way I can.*

***Areas of Experience:***

* *Finance& Accounts.*
* *Accounts payables – Invoice processing.*
* *Vendor support.*
* *Accounts receivables.*
* *Credit recovery.*
* *Vendor chargebacks.*
* *Travel and Expense.*
* *Business Development (B2B).*
* *Report generation.*
* *Customer support.*
* *Team Handling.*
* *Client Relationship Management.*
* *Information Support.*
* *Ad – hoc functions.*

***Total Experience - 8 Years***

***Allianz Services Private Limited -*** *May 2018 – Jan 2021*

*Business Development Specialist*

***Amazon Development Centre Pvt Ltd -*** *Nov 2016 - Dec 2017*

*HR Support – ERC Specialist*

***Lennox India Technology Centre Pvt Ltd -*** *May 2015 – Aug 2016*

*Senior Process Associate*

***HEWLETT PACKARD -*** *Apr 2013 – Mar 2014*

*Financial Specialist*

***TATA CONSULTANCY SERVICES*** *- May 2010 – Jan 2013*

*Process Associate*

*Areas of Interest - Finance& Accounts- Accounts Payables, Vendor handling, Business Development (B2B), B2B Lead, Travel& Expense, Client Support and Customer Services*

***Roles and Responsibilities:-***

1. ***Allianz Services Private Limited - Business Development Specialist***

***Key Competencies:***

* + **Business Development.**
  + **Handling B2B customers and generate qualified leads for companies.**
  + **Risk Monitoring- Credit analysis – Information Support**
  + **Creating new Business Development Leads and maintain existing clients. .**
  + **Requesting financial data from company and uploading the information to System tools and software's for process derived results. (ERP – IRP, (Salesforce CRM).**
  + **Improving customer service experience with client satisfaction.**

***Roles and Responsibilities:-***

* ***Requesting, Client’s buyers (US & Canada)*** *by maintaining contact with Finance Directors, CFOs and other financial professionals at companies throughout the United sales and Canada and make detailed recommendations about company’s credit-worthiness and collecting information.*
* ***B2B call handling*** *and worked a Risk monitoring Specialist by getting financial documents and upload the same in system tools for periodic Review and helping to clients to start new business.*
* ***Collecting financial documents*** *from clients and Uploading the information to System tools and**software's (CRM )and ERP**– for process derived results****.***
* ***Handling Credit Limit Request*** *for new clients and maintaining Exception cases of existing Clients by updating their current worthiness*
* ***Lead generation*** */ fixing appointments / B2B engaging with C-level executives, customer support leaders and decision makers at prospective companies.*
* ***Act as a liaison*** *between the client teams, other members of the Risk Management team.*
* ***Periodic Credit analysis*** *by getting clients for review purpose Working closely with Credit Risk Underwriting team to make best informed decisions for existing Clients and also to for Clients.*
* ***Responsible for Business Development*** *- to map and bring new business /large customer accounts.*
* ***Evaluate the business******expansion*** *needs and start-up for the company, especially when there is push into new business environments, Contacting potential clients via email or phone to establish rapport and set up meetings.*
* ***Continuous follow*** *up with the customers and building & retaining client relationships through continuous follow up with clients for their requirements.*
* ***Provide the end to end knowledge*** *transfer about the process to the new joiners and on boarding them.*
* ***Send daily and weekly reports*** *to Managers and Counterparts*

1. ***Amazon Development Centre Pvt Ltd – Sr Hr Associate***

***Roles and Responsibilities:-***

* *Call Handling for US and Canada employee and Email support.*
* *Serving as a point of contact on the team, providing immediate assistance.*
* *Coordinating with HR representatives at various sites across North America to resolve queries of employees related to their attendance, leaves, benefits, shift/schedule, internal transfers etc.*
* *ERC, as the first point of contact for Employees, Receive & log all queries received through phone & email in Trouble Ticketing tool.*
* *Take ownership for query resolution and individual metric related to their attendance, leaves, benefits, shift/schedule, internal transfers etc.*
* *Responsible to work on ticketing tools to resolve the queries received from the employee.*
* *Responding to inquiries regarding policies and programs including benefits, attendance and payroll deductions etc.*
* *Adhere to defined processes and ensure delivery in accordance with set quality standards.*

1. ***Lennox India Technology Centre Pvt Ltd - Sr Process Associate***

***Roles and Responsibilities:-***

* *Invoice Processing (PO & Non-PO Invoices) & Clearing blocked invoices.*
* *Credit recovery from vendors.*
* *Handling query emails and responding to Vendors and suppliers*.
* *Subject Matter expert for Accounts Payable Team of 15 members.*
* *Functioned as a Specialist, assigning the tasks to the team members on a daily basis.*
* *As a Senior processor, helped the team members to handle queries/escalations efficiently.*
* *Processing QC Repots for daily Quality check and WQM management.*
* *Ensuring compliance to SOX/ISO and company global policies including US & UK GAAP requirements.*
* *Discussing the challenges involved in the projects handled and suggesting improvements to complete the project efficiently within the agreed TAT.*
* *Took part in the weekly dash board calls with the counterparts.*
* *Preparing production reports and sending to internal manager and client manager in a timely manner.*
* *Keeping the process manuals up to date by including all the exceptions scenarios and updates received from the clients.*
* *Provide the end to end knowledge transfer about the process to the new joiners & Cross training on the supporting processes.*
* *Trained in SAP FI module.*

**4. *Hewlett Packard - Financial Specialist***

***Roles and Responsibilities:-***

* *Accounts Payable - Invoice Processing, Payment run and Vendor Disputes.*
* *Manage Travel & Expense (T&E) system including Audit Rules as well as administrative and maintenance tasks.*
* *Call handling for US, CANADA and UK region employee queries, issues and requests.*
* *Maintain users in the T&E system, working in collaboration with the corporate credit card program.*
* *Audit and Quality check for Travel and Expense.*
* *Card creation, cancellation and maintain delinquency report in order to ensure payment on time.*
* *Quality check on a daily basis for P-Card and Travel&Expense Card processing.*
* *Final authority for all expense reporting submissions ensuring company policies and procedures are followed while making expense report audit decisions.*
* *Internal expert on the usage of the Travel & Expense system functionality*
* *Train new employees and conduct ongoing internal training on all the T&E processes and policies.*
* *Month end reports.*
* *Consolidation of the all reports and uploading the final deliverable to the share point and send the same to the client.*

1. ***Tata Consulting Services* – *Process Associate***

***Roles and Responsibilities***

* *Invoice processing and Creating GR for goods/services received and call handling.*
* *Vendor dispute resolving by call handling for vendor queries and issues and ensuring adherence to SLA'S with accuracy.*
* *Managed the accurate and timely processing invoices for large, multi-site organizations.*
* *Accounts receivables.*
* *Handling query emails and responding to Vendors and suppliers.*
* *Instituted thorough cross-checking of pack-lists, receivers and invoices that halted a previous history of thousands of thousands of dollars in overpayments to suppliers.*
* *Instituted thorough cross-checking of pack-lists, and invoices that halted.*

# *Software skills:*

## ***Operating Systems*** *: Windows 98, 2000, Windows7 and Windows XP.*

## ***Software tools:*** *SAP- ERP, Citrix, Salesforce CRM, Zoominfo, Compass, PeopleSoft and Concur.*

## ***Computer Skills:*** *Microsoft Office (Word, Excel, PowerPoint and Outlook.*

# *Strengths*

* ***Effective communication skills at all levels in the organization.***
* ***Call handling skills and Email techniques with Email Etiquette skills.***
* ***Confident working both as a team and independently.***
* ***Highly motivated and flexible and keen to adapt to new challenge.***
* ***Manage and co-ordinate with other teams and departments for smooth and best results.***
* ***Results-oriented and solution-focused individual results.***

# *Adadeemic Records :*

# *Bachelors of Commerce : (Corporate Secretarship) – 2006 – 2009 – First Class*

# *D.G. Vaishnav College, Madras University, Chennai.*

# *H.S.C : (Economics, Commerce, Accounting and Business Maths) – 2005 -74%*

# *K.B.J Gurukkulam Matriculation Higher Secondary School, Chennai.*

***S.S.L.C : 2004 – 76%***

*Hindu Vidhayalaya Matriculation School, Thuchalay, Kanniyakumari.*

***Personal Details***

***Father’s Name : K. Ravindran***

***Mother’s Name : S. Lathika***

***Date of Birth : 06-04-1988***

***Nativity : Indian***

***Marital Status : Single***

***Languages Known : English, Hindi, Malayalam and Tamil.***

***DECLARATION***

*I hereby declare that all the above furnished details are true to the best of my knowledge.*

*Yours truly,*

***Dinesh R***