|  |  |  |
| --- | --- | --- |
|  |  |  **T. Sowjanya** **Email: tsowjanya289@gmail.com** **Phone: +91-7416766628** |
| **Total Experience** 6 years 10 months --------------------------------------**Qualification*** Bachelor of Commerce
* Board of Intermediate
* Board of Secondary Education

-------------------------------------**Applications:*** Workato (Integration & Development)
* Mainframes
* Oracle
* Impromptu
* SAP(FI)
* MS Excel

 -------------------------------------- **Languages Known:*** + English
	+ Hindi
	+ Telugu

---------------------------------------- **Skills:*** Decision Making
* Problem Solving
* Creating excel Macros.
* Creating workato recipes for Daily Reports
* Operational Management
* Accepting Risk tasks
 |  **Professional Summary:**Contribute my knowledge and skills as well, to adapt and learn new operations of the esteemed organization, which helps me to expose my performance to the organizational goals and objectives.---------------------------------------------------------------------------------------------------------------------------Experience--------------------------------------------------------------------------------------------------------------------------

|  |
| --- |
|  **Tech Mahindra: Workato consultant (Jan-2022-Till date)** **Workato Consultant** * Data Migration from legacy Systems to Salesforce using google sheets.
* Created app trigger driven recipes to automate the business processes.
* Created callable (function) recipes to make reusable assets.
* Implemented sending notifications on teams. Error logs sent to Datadog.
* Worked with different triggers events like custom triggers and Schedular.
* Worked with different trigger events like salesforce, Slack, Email
* Error Handling with Email, Slack, Teams Notification
* Hands on experience on Recipe building and Deployment.
* Workato Recipe Development and life cycle management.
* Collaborated with onshore and offshore team members on daily basis for sharing work updates.
* Implemented common global error handler logic using reusable recipes.
* Followed agile way of working through this project.
 |

 **Cognizant Technology Solutions; Senior Process Executive** **(May2017-Dec2021)** **Record to Report(R2R)*** Performing all the periodic reconciliations, Such as Cash on hand, prepaid expenses, Accounts Receivable and Accounts Payable.
* Perform Month-End, Quarter-End, and Year- End account closing activities. Work and analyze balance sheet reconciliations and prepare journal entries for accruals and sales adjustments.
* Sending weekly report on royalty and consignment sales department wise, cash o/s, voids & refunds, Paid outs & Tender Reporting to banner division heads and vendors.
* Posting the distribution journal entries to distribute the payment to stores.

 Performing Weekly & periodic royalty percentage and consignment sales calculation * and uploading payable entries and send it to AP team for payment processing.
* Extracting data from the applications and publishing real-time reports based on client and internal customer requisites. Internal customer reports involve Agent – Team Manager Performance criteria’s such as AHT, login hrs. Schedule adherence, Aux time and outbound etc.,
* Enhancing and modifying existing reports based on operational requirement.
* Publishing various Individual and Team wise Score Cards, Trackers, Dashboards etc.
* Providing Data support, Presentation support, Informational reports, Performance Metrics for all the Processes and Business Reviews.
* Preparing Weekly Schedules for all the processes.
* Supporting the Team to manage Manpower Utilization, Seat Utilization, and Resource Utilization.
* Preparing the overview presentations about the progress and achievements.
* Reviewing source data for quality and completeness and making recommendations.
* Implement and analysis data to create daily, weekly, monthly, and quarterly reports.

  **Achievements**:* Implemented 1 lean idea.
* Awarded SPOTLIGHT & UNICORN award in R2R sessions for monthly performances.
* GAME CHANGER award for managing the team without any support and without any escalations from clients.
* Implemented one macro for posting journal entries for supporting of UI path and power BI application saving 4 hours per period.

    T. Sowjanya.  |

|  |  |
| --- | --- |
|  |  |