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|  |  | **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  . | |

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