**AVINASH KOYALKAR**

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**SUMMARY:**

Seeking professional enrichment in Service Delivery/Process Transition within Accounts Receivables Domain/Finance and enhance knowledge in the other sub processes of AR/Finance function.

**PROFESSIONAL SUMMARY:**

* Bachelor’s in commerce with 7+ years of experience in Finance/Accounting

Accounts Receivable (Billing /Collections/Cash applications/Dispute Management)

Accounts Payable (Processing Vendor Invoice Process)

Creating new project/WBS code based on SOW (Service work order)

Internal firm and Vendor Invoice Processing, process credit notes

Travel and Expense Reimbursement (Employees T&E)

Process write offs/Offsets

Scheduling the Letter Run and Statement Run for the active accounts.

Follow up with client for payments

Handles Accounts Receivable Disputes

Process Checks and ACH

Process write offs/Reinstatement

* Transitioned new activities in Deloitte/Thomson Reuters from UK/US
* Handling a group of people and schedules monthly check-in
* Demonstrated ability to work effectively with people at all levels of the corporation and established good working relationship with customers/clients
* Strongly observe work ethics and cited by management for enthusiasm and professionalism
* Received numerous best performer awards.

## WORK EXPERIENCE:

|  |  |  |
| --- | --- | --- |
| **COMPANY** | **ROLE/Period** | **Period** |
| Infor Global Solutions | Associate Analyst  | Feb’14 – May’16 |
| Deloitte Support Services India Pvt. Limited | Analyst | Oct’16 - June'19 |
| Thomson Reuters | Finance Operations Specialist | Aug’19 - Feb'21 |
| Genpact | Operations Manager | Feb'21 - till date |

## RESPONSIBILITIES:

## Genpact:

## Managing a team of 25(Revenue Recognition Commercial Print and FRC)

## Monitoring team adherence to agreed SLA’s

## Preparing Root Cause Analysis to mitigate issues in the process

## Audit random requests processed by the Specialist

## Preparing Monthly operational Dashboard for Governance calls with the client

## Conducting periodic 1 to 1 discussions with the team to understand pulse of the team

## Conducting weekly process updates session/Knowledge sharing session

## Thomson Reuters:

* Managed a team of 18(Write off, Revenue Recognition, Billing)
* Monitoring team adherence to agreed SLA’s
* Conducting periodic 1 on 1 discussions with the team
* Performing quality audit on all the activities processed by specialist
* Working on debtor file for all the outstanding accounts and assign to team members
* Investigate historical data for each debt or bill
* Investigate all the active subscriptions of customer accounts and resolve any issues related to billing for active collection process.
* Handling top revenue a/c’s of clients like Barclays, Vodafone, HSBC
* Worked closely with third parties like Cisco, AMS, Windham to get assigned payments
* Handle direct customer Telephonic calls on issues related to invoices
* Seeks information on payment delays and provide additional requested information/invoices if requested
* Contacting clients to meet cash drives (Quarterly/Half yearly/Annually)
* Suppressing the customer accounts which have disputes on the invoices
* Assign small balance write off to specialist after seeking necessary approvals
* Work on unapplied payments and short payments
* Work on deductions of incorrect pricing/incorrect taxes etc.
* Have regular calls on past due invoices to get issue addressed and making smooth collection process
* Allocating the query to respective team for internal queries
* Working closely with Billing Partner/AR Partners for queries/disputes in the project
* Handling Real Estate accounts, which are the top revenue generators for company.
* Generating reports for Top accounts to get the revenue data.
* Generating reports to pull the clients payment data which are on Subscription plans.
* Generating management level reports for debtor’s call.
* Allocating the payments for the open invoices in the customer account.
* Reconciliation payments received in bank with allocations done in debtor’s accounts.
* Ensuring timely applying the payments for running aging reports for outstanding balances and informing to business unit’s managers.
* Follow up with customers on Unapplied payments and apply as the remittance details provided by customer.
* Process Goodwill, Bad debt, TPC write off’s
* Process Reinstatement upon the payments received
* Identify the remits received in salesforce (service cloud) and process the ACH payments
* Allocate payments to respective a/c which we receive from 3rd party collection agency
* Extract PW report daily to check if we have received any payments
* Handling client Escalations and resolving them in TAT
* Documenting the process in a key stroke level by creating the SOP’s

**Deloitte Support Services India Pvt. Limited:**

* Setup various types of Projects like Chargeable, Non-chargeable, Fixed Price Engagement, Internal Fixed Price Engagements and Milestone Projects over SAP system
* Produce time and expenses invoices on behalf of the engagement team and processing of credit notes and billing for the firm
* Process product sales billing (ad hoc billing for seminars/training courses) and Detailed billing tasks
* Produce Deloitte Store Invoices to bill external parties based on the service request from the Deloitte Store team.
* Lead coordinator for Allowance Review and communicate with Billing Partner, AR Party, Project Partners and Project Managers for cash collections, write off and write up the WIP on specific Operating units to have accuracy over revenue allocation
* Transfer unbilled WIP from one to another WBS code and Operating Unit
* Calculate and amend Revenue recognition rate of the specific WBS level to appear accuracy over RRR rate and Discount rate
* Offset Accruals and POA with the Positive WIP of WBS and make it zero to have projects ready to close
* Offset and write off/up WIP in partial or full based on the service request
* Working on E-Billing clients like Ariba, Coupa, Tungsten, HSBC etc.
* Handles issues related to E-billing and get addressed on time to make smooth revenue generation
* Process Journal to transfer 3rd Party Expense from to another WBS code
* Change project responsibilities like Billing Partner, Project Partner, Project Manager and so on as per change request form.
* Format and distribute the cash and billing targets to all Service Line
* Provide Gross Margin, Managed revenue report for the Billing Partner and AR Party
* Provide Revenue report, Net Risk, Billed/unbilled time and expense report and Adhoc reports
* Update Timesheet on the employee behalf
* Advise Engagement Teams with correct financial and system processes while managing Adhoc tasks
* Record and maintain accurate activity information tracking through to timely closure
* Liaison with other Shared Services Organization teams as appropriate
* Working on debtor file for all the outstanding account and contact clients for payments.
* Handling call review for the pending queries from the client and business partners.
* Scheduling the Letter Run and Statement Run for the active accounts and follow up with client for payment
* Seeks information on payment delays and provide additional requested information/invoices if requested
* Contacting the clients to meet the cash drive targets for every quarter.
* Handle direct customer Telephonic Collection of past due invoices
* Contact Billing/Cash application team in queries related to billing and payment posting
* Suppressing the accounts which have disputes on the invoices.
* Submitting the Purchase Orders to the engagement team to generate the invoices.
* Allocating the query to respective team for internal queries
* Contacting engagement management team with the client queries.
* Contacting the business partner for queries on their accounts
* Handling Real Estate accounts, which are the top revenue generators for company.
* Generating reports to pull the clients payment data which are on installment plans.
* Provide management level reports for debtor’s call.

**Infor India Pvt. Ltd:**

* Receiving Signed Work Orders from Operations Team or sales represents through Sales force.
* Reviewing the Service Work Orders and setup the project based upon the terms and conditions on Work order.
* Daily Processing of Time & Material billing and Fixed Fee Billing based upon Project agreement / Work order.
* Time and Material Billing: The customer is billed on the basis of actual cost of direct labor, usually at specified hourly rates and other agreed upon add-on costs to complete the project as defined in the contract.
* Milestone / Fixed fee billing: Distribute the total amount to be billed over key billing dates pre-defined in the contract.
* Follow up with Operations team or Sales represents to get all the necessary details to setup the project (Billing Address, Acceptance of Customer etc.).
* Issuing credits to Customers for wrong billing.
* Communication with respective groups to resolve billing issues.
* Creating Purchase orders as per Project Mangers/ Operations team requests and issuing to vendors for their invoicing
* Processing vendor invoices to accounts payable team by using PO and Non-PO’s.
* Approving the vendor invoices which we received from AP.
* Review and audit the Employee Travel expenses reimbursements and releasing the payment to employees
* Send follow up emails to client for payment
* Provide coding details to AP team once we receive the payment

**EDUCATIONAL QUALIFICATION:**

* Bachelors in Commerce(Computers): St. Francis Xavier Degree College (2010-2013)
* Board of Intermediate Education: Royal Junior College (2008-2010)
* School of Secondary Education: St. Maria High School (2008)

**Key Skills:**

* Committed to working with team to maintain a positive team spirit
* Excellent customer service skills
* Able to demonstrate a professional, friendly and approachable manner coupled with the ability to communicate with staff at all levels, especially when under pressure
* Able to work with attention to detail and customer focus, with a good understanding of the client’s needs and priorities
* Good listener with a calm manner, and the ability to ask effective questions
* Effective Team handling skills and currently handling a group of people
* Able to communicate at all levels, displaying good email etiquette
* A supportive team player, reliable with a desire and drive to meet and exceed team targets
* Able to act with urgency when necessary. Open, receptive and adaptable to change

**DECLARATION:**

I hereby declare that the information compiled above is accurate in its entirety and the requisite documents/certificates can be produced upon request.

 **Avinash Koyalkar**