**Resume Pushpa S**

**Address:** #C-44, DDUTTL, Kanteerava Studio

**Objective:** Use my knowledge and experience to make a positive contribution in the finance sector, whilst staying abreast with the current technology and practices in the industry.

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Main Road, Yeshwanthpur Suburb

Bangalore-560022

**Mobile:** +91 8549925802

**E-mail:**  [pushpanaidu1991@gmail.com](mailto:pushpanaidu1991@gmail.com)

**Capabilities**

Untitled-2

* Quick at learning new concepts and technologies, to bring them in use.
* Experienced Leadership qualities.
* Good communication and interpersonal skills.
* Meticulous and hard working.
* Displaying initiative and independence, can work on own or as a team member.
* Setting higher standards of performance.
* Ability to manage multiple tasks in any given work environment

**Education**

|  |  |  |  |
| --- | --- | --- | --- |
| Qualification | Name of Institute | Year of Passing | Aggregate % |
| MBA (Finance) | Sikkim Manipal University | 2016 | First Class |
| B com (Finance) | SJR College For Women | 2012 | 60% |
| P.U.C ( Commerce) | MES vidyasagar College | 2009 | 65% |
| S.S.L.C | Assumption English High School | 2007 | 75% |

**Computer Proficiency**

* Operating Systems: Windows Professional, Windows XP.
* Application Package: Microsoft Office (Microsoft Word, Microsoft Excel, Power Point)
* ERP Package: Oracle Application 11i (Payable), Oracle Application R 12.

**Work Experience**

**Capgemini Business Services India Pvt Ltd**

Process lead

November 2015– Till date

**Current Job Profile:**

**Job Responsibilities as Senior Process associate** **of Accounts Payable:**

1. **Accounts Payable (AP Helpdesk- Email Handling)**

* Responding promptly to vendor enquiries via email – always in a professional & efficient manner.
* Processing urgent requests, invoice and correction forms
* Solving employees expense reports.
* Handle customer inquiries, complaints, billing questions and payment requests and provide quality resolution to vendor via email or telephone.
* Dealing efficiently with questions and queries from employees and vendors.
* Build and maintain enduring customer relationships.
* Untitled-2Managed a high-volume workload within a deadline-driven environment. Resolved an average of 300 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).
* Reviewing of Invoices and responsible for accounting the Bills of the Vendors
* Have a check on various control aspects to avoid duplicate and excess payment
* SLA Compliance on Payments and ensuring accuracy and timely Payment
* Develop and maintain documentation/check list for verification and process.
* Identify, recommend and implement process improvements in procedures of team assignments
* Processing priority payment request & taking necessary approval to arrange the payment on time
* Working on incorrect/incomplete invoice details i.e. (Legal Entity, No PO reference Number, incorrect total & quantity not matching as per PO number with vendor)
* Training and monitoring of new recruits and existing team members to help them achieve TAT with efficiency and accuracy.
* Working with procurement team on invoices which specify goods that are purchased but not yet received
* Working on Non PO invoice which require authorized approval & accounting
* Co-ordination between various internal departments i.e. Accounts operations Team, Vendor Setup and Front Office.
* Proficiency in Markview and Salesforce tool
* Participated in training and development programs.
* Been an active participant in the cultural, sports and fun activities organized by the company

**Sales and Use Tax (vertex)**

* Relevant Exposure in Sales and Use tax.
* Analyse Sales data received from US clients and Prepare Use data file for tax return.
* Prepare Re-class reports and post journal entries in candency.
* Reconciliation between oracle report and Tax Report.
* Upload prepared reports to vertex in order to print the returns.
* Credit Identification and adjustment in Vertex and printing the returns for filing.
* Sending the returns for client approval and filing the approved return to the respective DOR (Department of Revenue) before the Due date
* Resolving queries of clients through e-mail or over phone to ensure quality of work
* Prepare monthly and quarterly sales and use tax returns.
* Prepare summary by return and summary by data as backup.
* Prepare Payment submission sheet for all ACH payments and ACH Credit.
* Reconcile the data provided by client in oracle to check where the balance is and update the relevant comments.
* Prepare use tax accrual journal entry for all Nontaxable invoices for particular month.
* Built a healthy relationship with clients in order to resolve any SUT related queries.

**Work Experience**

**CrossDomain Solutions Private Ltd**

Process Associate – June 2012 – July 2014

Quality Associate – August 2014 to September 2015

**Job Profile:**

**Job Responsibilities as Process Associate and Senior Process Associate of Accounts Payable:**

* Processing the invoices of accounts payable in client applications (Epic)
* Respond to internal and external inquiries resolving discrepancies related to accounts.
* Sending exception mails to the CSR for confirmation and following up.
* Payments to the Insurance Company as well as clients.
* Conducted research on payment errors due to error in entry by the processors.
* Review of the Entries done by the Processor and Escalation handling.
* Implementing updates as per the instructions given and approved by the Client Service Representative (CSR).
* Have given many process improvement Ideas to improve Productivity, Quality, Turnaround Time (TAT).
* Training & assisting the new joiners in the department, allocating work items, updating daily status reports.
* Handling e-mail queries.

* Untitled-2Preparing Reports on daily basis and publish the same to the clients.
* Support during Month end for extended hours due to process requirement to ensure smooth close.
* Training and monitoring of new recruits and existing team members to help them achieve TAT with efficiency and accuracy.
* Motivating and driving the team to ensure smooth functioning of day-to-day activities.
* Assessing and evaluating process knowledge of team members on quarterly basis.
* Work with team members on their development areas, guiding in their career growth and participate in their one to ones.
* Conducting team hurdles and maintaining minutes of meeting / Action Log

**Process Improvements and Initiatives**

* Participated in training and development programs.
* Initiating calls with client to discuss issues and process improvements.
* Participant in Weekly calls with Stake holders and Account Delivery Managers to discuss improved deliverables and process stabilization.
* Been an active participant in the cultural, sports and fun activities organized by the company.

**Achievements and Awards**

* Received quarterly award for 100% accuracy in work
* Received outstanding performance award
* Trained the team members
* Solving issues within the team

**Hobbies**

* Listening music
* Playing games
* Internet browsing
* Craft woks

**Personal Information**

Date of birth: 10th September 1991

Place of birth: Bangalore

Father’s name: P Sundar Rajulu Naidu

Languages known: English, Kannada, Telugu and Tamil

**Declaration**

Hereby I, declare that all above mentioned details are true and correct as best of my knowledge.

Place: Bangalore

Date:

**(Pushpa S)**