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|  |  | Rishikesh Chaphekar  Associate Manager - Account Payable & Expense Management CONTACT PHONE:  +91-704-074-1866  EMAIL:  [Rishikesh05071985@gmail.com](http://Rishikesh05071985@gmail.com) |
| PROFILE Seeking assignments in Accounts Payable & Expenses with a growth-oriented organization.  Technically sophisticated professional with 12 years of experience in the areas of Business Analysis and Project Management. Skillful in providing effective solution to customer queries and improving relationship with the customer by anticipating customer future requirements. Good communication and interpersonal skills and abilities in resolving complex issues.  Conversant with Windows, Microsoft office, Office 365, Salesforce.com, Salesforce CPQ, Salesforce Lightning, BMC remedy, Kenan FX software solutions 2.0 GA - 6.0, Atlassian JIRA Project Management Software v7.13, G-suite, Sage Intaact, Confluence, Expensify, Workday. PROCESS IMPROVEMENTS  * Fashioned Dashboard and reports in Salesforce. * Fashioned Billing Project, dashboard and reports in Atlassian JIRA Project Management Software v7.13. * Conducted Tech-Talk session on Atlassian JIRA Project Management Software v7.13.  CERTIFICATIONS Automation Anywhere Certified Advanced RPA Professional (V10.0). TRAINING DevOps and Agile. HOBBIES Travelling. SKILLS Teamwork, Adaptability, Problem solving, Leadership, People management, Target-Driven, Process Improvements. |  | EDUCATIONIndian school of Business management and administration.Bachelor of Management Studies, Specialization: Information Technology. June 2014 Camp education society’s, Abhiman Junior College. Commerce, Specialization: Information Technology.  February 2005  **Camp education society’s, Abhiman High School.**  March 2003 WORK EXPERIENCERayden Design Studio Pvt LtdAssociate Manager – Salesforce CPQ, Expensify & Workday expert January 2020 – Till date  Managing an Account Payable & Expense Management and Revenue Operations team for US Health Care Information Technology SAAS domain.   * Project: Account Payable & Expense Management   Duration: December 2020 to till date   * Project: Accounts Receivable   Duration: January 2020 to December 2020 Tata Communications Transformation Services LimitedSenior Billing Analyst – Kenan expert March 2015 – December 2019  Worked as a Team Lead in a billing process for the Canada Telecom service delivery domain.   * Project: Viptela CISCO billing   Duration: September 2019 to December 2019   * Project: Security Firewall Audit   Duration: November 2018 to December 2019   * Unified communications, Messaging and Collaboration, HUC   Duration: September 2018 to December 2019   * Project: Revenue Assurance   Duration: September 2017 to December 2019   * Project: Billing   Duration: April 2016 to December 2019   * Project: ITOCS - Internet TELUS Order Capture System   Duration: October 2015 to April 2016  **Achievements**   * “Standing Ovation Award” Responsive: Focus on Execution for Credit Reduction Champion 2018 CREDIT REDUCTION award winner! * “Xtra Mile Award” Responsive: Focus on Execution for Credit Reduction Award quarter 4 result 2018. * “Xtra Mile Award” Responsive: Customer Centricity: High Quality Delivery quarter 2 and 3 results 2018. * “Innovations Focus with Billing project” Creative thinking, continuous improvement, idea generation, risk taking. * “Performance focus: Passion for growth” Certificate and Award for process implementation, execution, productivity and quality. * “Xtra Mile Award” Venturing: Innovation & Creativity, Very Innovative quarter 1 results 2017. * “Xtra Mile Award” Responsive: Solution Orientation, Credit Reduction quarter 2 results 2017. * “Xtra Mile Award” Responsive: Responsiveness & Agility, Fantastic Process Enhancement quarter 3 results 2017. * “Xtra Mile Award” Responsive: Solution Orientation, Great consistency quarter 3 results 2017. * “Xtra Mile Award” Responsive: Customer centricity quarter 4 results 2017. * “Bravo - Gold star” Certificate for amazing job for clearing the volume. * “Bravo - Gold star” Certificate for completion of project within timeline. * “Bravo - Gold star” Certificate for supporting credit reduction program. * “Bravo - Gold star” Award for Responsive: Focus on Execution. * “Great work” Certificate for sharing idea to reduce credits for credit reduction quarter 1 and 2 results and recognize efforts in the Wire-line credit reduction program.  SLK Global BPO Services Private LimitedSenior Business Analyst – Chargeback expert February 2013 – March 2015  Worked as an Analyst to analyze the Amex, Visa, MasterCard credit / debit card Re-presentments, Arbitrations and Re-Arbitrations dispute process for the US bank.  **Achievements**   * “Team Champion” Certificate for outstanding performance in achieving the target.  Mphasis an HP Company Private LimitedSenior Project Coordinator – Move expert September 2008 – October 2012  Worked as a Project coordinator for the Nederland Telecom service delivery domain.  **Achievements**   * “Star of the Quarter” Certificate for outstanding performance & dedication. * “Star Performer” Certificate for best product knowledge. * “Rising Star of the Quarter” Certificate. |
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