

CURRICULUM VITAE

RAMNIWASH MISHRA

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OBJECTIVE

To pursue challenging and creative position in the industry that gives me a scope to work with progressive organization with latest technical trends. To seek a challenging Career, which provide adequate opportunities to utilize my knowledge, skill and experience.

EDUCATIONAL QUALIFICATION



SCHOOLING

2005

10th Kendriya Vidyalaya(ASSAM) (CBSE BOARD)

12th Kendriya Vidyalaya(BANGALORE) (CBSE BOARD) **2007**

BACHELORE OF COMMERCE: COMMERCE

2011

Bangalore University
(Vivekananda Degree College)

Bangalore, Karnataka,

SKILLS

- Expert in order to cash process (O2c) for Billing, cash application, deduction and disputes.
- Expert in ERP like SAP ,S4 Hana and SAP fiori
- Huge experience of working in various workflows, software and tool like High radius BPM, Service Now, Alteryx and SAP Ariba.
- Excellent knowledge of Microsoft office suits like Excel, PPT, Visio and MS word.

WORKING EXPERIENCE



Name of the Employer	Job Description	Duration
Accenture Services, Pvt. Ltd.	Subject Matter Expert (F&A)	August 2011-August 2015
WNS Global Services (P) Ltd.	Lead- Associate-Ops (F&A)	Feb 2016 to April 2021
Genpact India	Assistant Manager-Ops (F&A)	April 2021 to Till date

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JOB DESCRIPTION IN GENPACT INDIA

- Worked as Assistant Manager role for F&A Services **Account receivables** Order to Cash (**O2C**) handling Billing and Cash app process for one the biggest **Retail** process.
- Manage a team of approx. 8 to 10 FTE's and ensure that all key metrics of performance as per the Client SLA are met and exceeded.
- Responsible for ensuring Daily, Monthly and Yearly Deliverables are met as per the SLA and operational metrics (CPI and KPI).
- Develop, maintain, trend and report Key Performance Indicators (KRA)
- Preparing monthly Deck and taking OPS calls on monthly and Bi-weekly basis with client regarding the challenges in process and also having discussion on RCA.
- Ensure all the billing get generate on time. And allocation of payment received within the TAT as agreed with the client alongside correct reversal of disputed invoice and unallocated/unapplied payment for timely resolution on outstanding items.
- Working with BOT team for identifying potential automations and deployment of RPA (Robotic Process automation) following the footsteps of smart enterprises process and partner with the client in their digital journey to the best in class.
- Developing project plans, train new team & developed detail SOPs as well as measurement frame work to smoothen the process flow.
- Maintaining issue log tracker & system down tracker and sharing with stakeholders.
- Working on various workflow Assigned BPM & NextGen for team and giving approval so the invoices get post in SAP
- View Assigning the work to the team and tracking the completion of the same.
- Responsible for Team Quality and Productivity and ensuring the deliverables are performed in accordance with the Process requirement.
Ensured my team is cross trained on other team Client and customers and also ensure 100% backup plan within the team.
- Preparing reports with a view to monitor the performance & efficiency of team members, ensuring compliance with pre-set quality parameters so that the business can achieve the key metrics.
- Conducting team meeting on the RCA & process gap with the team member to achieve client expectation.
- Given ideas and automation initiatives.

JOB DESCRIPTION IN WNS

- Worked for F&A Services under Order to Cash **(O2C) Account receivables** process for **Event Magament Company**.
- Handling multiples hub of US like Cleveland, Bradenton, Canada and Miami
- Maintain , change and blocking of customer account for multiple company codes
- Create sales order and review them with spool numbers and generating the invoices
- Create credit note/debit notes and handled write offs for invoices.
- Cash posting in SAP payment received in GL account of Hsbc bank ,deasutche bank and Cnb bank (cash application)
- Applies incoming payments through Wire, Ach, check or credit card to the correct customer accounts and receivable invoices in different company codes.
- Posting unidentified receipts in suspense GL and Initiate chargeback or refund correspondence to customers.
- Posting Intercompany payments
- Communicate intercompany transfers to division controllers or Treasury department.
- Processing lockbox and manual deposits in SAP.
- Also responsible for maintaining unapplied payment percentages within company requirements
- Review all payments from lockboxes as well as payments received on account at company stores.
- Conducted in depth research and analyzed complex data from branch sales and support staff for unapplied payments.

JOB ROLE IN ACCENTURE

- Worked for F&A Services under Order to Cash **(O2C) Account receivables** for **CPG** Process.
- Receive the multiple company code sales order template from the BU.
- Create sales order and generate the invoices.
- Validation of claims Which comes from ATB , Check Request, Customer Invoice.
- Verify the documents (customer Invoice and contract)
- Raising query to the client through share point if necessary and then processing the requests
- Step the Claim for its different reason codes.
- Responsible for handling of claim validation process and responding the client on timely manner.
- Ensure we performs activities as per SOPs and Related documents
- Rev of Daily failed claims, Dispute and Re-Dispute.

ACHIVEMENTS AND RECOGNITION

- Received **3Summit Award** for Best performance in Accenture
- Received **2 Numero Uno Award** for Best Performance Accenture
- Received **Star performer** award for consistently maintain quality and production in WNS.
- Received **2 Bronze awards** and **2 silver award** in Genpact.

STRENGTHS

- Team spirit and Active Team Player
- Positive attitude and Self motivation
- Quick learning and teaching skills
- Proper corporate business etiquette
- Good communicative skill
- Self-motivated and hard worker

Personal Details

- Marital Status : Married
- Languages known :English, Hindi, Kannada, Marathi & Bangla
- Date of Birth :14-05-1988
- Address : A01 206 Kendriya Vihar P4 ,Greater Noida -201308
- Mobile. No : **9611752430**

Declaration

I hereby declare that the above statements are correct and true to the best of my knowledge.

Place: Noida

Date: -

(RAMNIVASH MISHRA)