

Photo

NEHA NEGI



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An enthusiastic and high energy-driven professional; extensive experience in driving Order Management function in Technolgy & Telecom Companies with core expertise in the areas of Controllershship, Reporting, Collections, & Forecasting; targeting leadership roles with an organization of high reput

Profile Summary

- A focused professional with **more than 8+ years** of multi-disciplinary & diversified experience in providing business guidance across entire Revenue Assurance functions with a consistent record of delivering operational performance & profitability results.
- **Excels in Business Operations, Management Reporting, Customer management, Margin Analysis, DSO & Shared Services accounting for multiple industries like IT/Telecom across APAC/NA region**
- Last assignment was with **Sysinfotech IT solutions Sdn Bhd** as Assistant Manager- Credit Control managing Malaysia operations based out of Kuala Lumpur, Malaysia
- Have gamut amount of work experience with companies like **Tata Communications, Tata Teleservices, HCL**
- **Expertise in streamlining the working processes** and formulating cost-effective solutions for enhancing overall profitability of organization as well as improving efficiency in Revenue Invoicing & collection process
- Implemented **Annual Budgets with Revenue projections for next 3 years, profit monitoring & built internal financial controls that improve P&L scenario** and competitively position the firm
- **An effective communicator** with strong analytical, logical, and interpersonal skills to relate to people at any level of business; quick learner with the capacity to work under pressure and meet deadlines

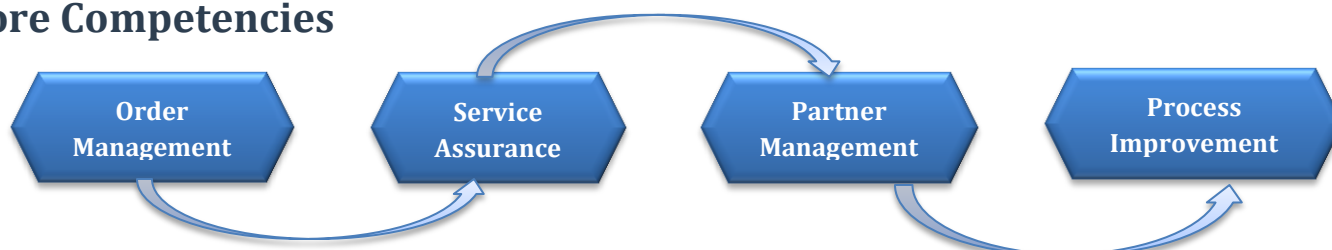
Skill Set



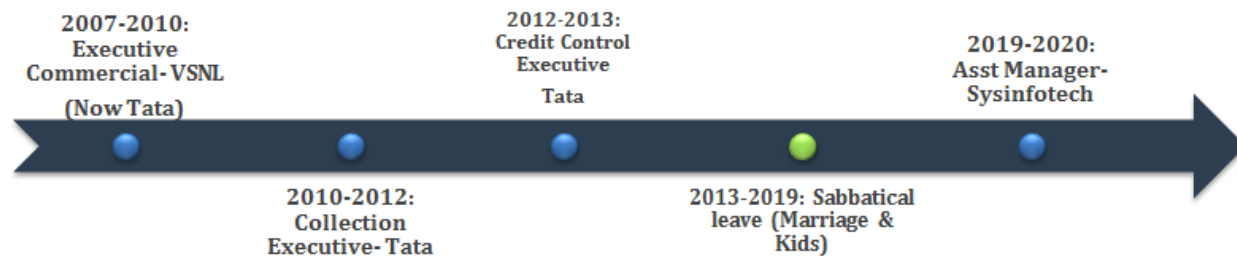
Personal Details

Marital Status: Married
Date of Birth: 26 Sep 1984
Linguistics: Hindi, English
Nationality: Indian

Core Competencies



Career Timeline



Work Experience

Apr'19 to Oct'20: SYSINFO TECH IT Solutions Sdn Bhd as Assistant Manager- Credit Control in Kuala Lumpur, Malaysia

Key Result Areas:

- Handling end to end operations for billing to customers & take care of Accounts Receivables, Suspense Accounts and Credit Control.
- Preparing monthly Volume / Revenue MIS dashboard for Internal and external stakeholders.
- Participate in cross functional activities such as Transitions, Training, Hiring, Issue Escalation, etc.
- Key responsibility is to deliver business operations & meet / exceed the agreed project SLAs and KPIs, uploading of rates on basis of new agreements or revision of agreements, creation of new customers in system database, setting alarms for invoice collection in system.
- Working closely with Sales teams, Accounts Manager, Finance team & Business development team to improve billing quality, reduce accruals and resolve queries.
- Managing the query handling, credits and dispute resolution process
- Liaise with inter departmental teams & plan optimal growth of the business through process improvements.
- Reconciliation of report from Oracle Financial (AR), sales day book and billing system to resolve any billing discrepancy or fall out.

Previous Experiences

Aug'12 to Oct'13: Tata Telservices, Noida as Service Operations- Credit Control Executive

- Extracting the alarms for high usage & data cases from the system & investigating each and every case (type of Usage, Calling Pattern, Called Products, Calling Level, fraudulent behaviour etc.) & sharing the respective info with the circle for the actionables.
- Extracting Reports For the FTP Server of the unbarring done at circle end & checking the cases manually with software to send the cases to the circle which are unauthorized Unbarring & initiating Barring on them again and creating MIS for the same.
- Communication with customer on invoice collections & follow ups. Interaction point between customer & operations team for any business related issues.
- SPOC for discontinuing services to customers for long dues
- Investigating all the Cases Generated in the Invalid alarms, & bringing to closure declaring them Fraud/Non-Fraud & generating dashboards for sharing with management
- Extracting all the alarms from the software and mapping done on the basis of "AON Vs Exposure" & sending all the cases greater than 75% exposure to the circle & initiating the barring and creating MIS for the same.
- Turning all the dels which are in OGB State within 7 days in order to save up the bad debts & unbarring the cases which have posted the payments and are under Limit. Reverting the all the queries raised at the circle end.
- Responsible for reporting all Fraud Related Queries, Fraud Analysis, Fraud Barring, Fraud Unbarring and hike & Down fall in Fraud rate in all the Circles.

Mar'10 to Sep'12: Tata Communications (Now Tata Telesercies), New Delhi as Service Operations Collection Executive

- Invoking Raising & dispatch to the customer on timely basis
- Business partner to resolve any issues wrt invoice concerns
- Keeping the track of doubtful collections & maintaining the negative database of the defaulter
- Sharing the Weekly Collection report to the Management with ageing
- Helped in reducing the DSO by ensuring the continuous follow-ups with customers & sales for timely collection
- Creation and dispatch of credit notes to the customers based company approval matrix

Jul'07 – Mar'10: VSNL Internet Services (Now Tata Teleservices), New Delhi as Executive Commercial

- Administered the Approval of Customer Orders based on the Company authority matrix
- Verification of documents required for new link
- Verification of Commercials in case of upgradation, migration & shifting of links
- Generation of Purchase orders in the system for upgradation, migration & shifting of links
- Clearing of vendors invoices for payments based on the purchase orders issued to them

Notable Accomplishments Across The Career

- Bagged in Year 2012 for fastening the collection process with Annual Year Trophy
- Accolodaed with “Excellent performance Star” in the year 2007 for outstanding contribution in Order Management process

IT Skills (Application Hands on Experience)

- DIMS, Oracle, Sage Accpac

Education



2013: MBA from Manav Bharti University, India

2007: Cleared Company Secretary (Inter) from ICSI, India

2005: B.Com from Delhi University-Regular (First Division), India

2020: Persuing LLB from Univeristy of Bikaner, India