



WORK EXPERIENCE

Consultant - Lead Capgemini India

12/2018 – Present

Pune, India

Achievements/Tasks

- Deliver complex re-engineering and simplification / standardization / optimization of identified global cross-functional processes resulting in Efficiency Tracker.
- The coordinate work effort in partnership with a team of local or remote SMEs (functional / operations) and Lean Six Sigma trained resources to support the delivery of projects. Actively participate and contribute to the development of a metrics-driven culture across the function using production management tools and techniques.
- Collaborate with internal process re-engineering teams to ensure commonality of approach, methods and tools and consistency of advice and solutions; Coach project teams on effective usage of process optimization concepts, Lean & Six Sigma, and achievement of tangible business results
- Mail final invoices file consultant and client invoice copies in the billing folder. Assess and pursue opportunities for maximization of client billing; communicate with the Accounting Supervisor, as to your observations and actions taken. Research any unbilled issues to optimize the billing possibilities for the billing period.
- Maintain the billing folders for all projects, with all the appropriate documents, including expenses, consultant invoices, and monthly invoices, in accordance with standard procedures. Provide the accounts payables team member with advice on client billing, relative to consultant invoicing and reimbursable expenses. Work with the cash receipts team member to reconcile variances that occur in the application of cash.

SKILLS

Operations Excellence

Project Accounting

Budgeting and Forecasting

Financial Statement

P and L Reporting

Reconciliation

Management Reporting

Revenue Calculation

OTC

R2R

System: HFM; SAP; Oracle; Mainframe

MS Office

VOLUNTEER EXPERIENCE

ERT Member Capgemini India

01/2019 – Present

Tasks/Achievements

- Emergency Response Team Member.

Logistic Head for Sports Committee Allstate

02/2015 – 11/2018

Pune, India

Tasks/Achievements

- Managing Logistic for sports events.
- Arranging ground and other required materials for outdoor and indoor games.
- Negotiations with vendors.
- Finalize contract.

LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Marathi

Native or Bilingual Proficiency

INTERESTS

Playing Video Games

Listening to Music

Outdoor games (Cricket, Football)

WORK EXPERIENCE

Specialist -SME

Allstate Solutions Pvt Ltd.

02/2015 – 11/2018

Pune, India

Best Trainee Award; Best Idea Generation Award ; Star Performance Award.

- Preparing and Managing performance Matrix for team. Preparing SLA, Managing KPI's. Implementing quality improvement measures as per industrial norms for continual improvement in the services, ensuring higher customer satisfaction matrices.
- Trained new hires on all Quality metrics and guidelines. Setting out quality standards for various operational areas, ensuring a high-quality customer experience, while adhering to the SLAs and work processes.
- Supervising team for achieving quality output above agreed minimum throughput levels thru implementing Six Sigma Tools for increasing efficiency & quality of the process.
- Performed base lining and validation of CTQ's as per customer SLA on pilot/short/long term projects and tracked, monitored and reported all CTQ's. Trained new hires on all Quality metrics and guidelines. Team Handling and managing their day to day task. Planning and implementing their work on month ends.

Senior Analyst

eClerx Services Limited

03/2014 – 08/2014

Pune, India

Received spot award for processed highest volume with 100% quality.

- Handling Over the Counter Market Activities (OTC Market)
- Drafting Trades according to as per the International Swaps and Derivatives Association Agreement (ISDA Market Agreement) Internal and External Trades Drafting. Working for G16 Banks (Investments Banks)

Process Assistance

Steria Pvt Ltd

06/2013 – 02/2014

Pune, India

Sopra Steria India Pvt Ltd

Received Best Team member award for 4th quarter 2013 for consistent good performance and meeting customer expectations.

- Managing Account Receivables. Performing activity on Oracles
- Backup for process lead role and helping PL to Prepare the weekly, monthly productivity and quality reports of each process and handling team in absence of process lead.
- Contributed process improvement ideas in order to reduce FTE's count and to increase efficiency.
- Participated in FMEA sessions 2 identify n evaluate the process failures and risks involved also have six sigma sessions to increase process efficiency and to help manager in reducing FT's count.

WORK EXPERIENCE

Process Executive

Infosys BPO Ltd

01/2012 – 06/2013

Pune India

Achievements/Tasks

- Downloading bank statements from Nordea & First data. Applying cash received from customers in our Nordea & First data.
- Identifying the customer pays with the help of invoice number & customer name. Posting payments received via lockbox, Electronic Fund Transfer & credit cards.
- Maintaining customer accounts and reconciling on a regular basis. Performing cash application & allocation for maintaining customer ledger.
- Received and reviewed customer's remittance details and prepared them for proper cash application.
- Performing AR adjustments, write off, discounts, and bad debts for invoices as per client update. Reconciliation of cash receipts on a daily basis. Solving queries of customers & clients.

Customer Care Officer

Convergys Service Private Ltd

07/2011 – 09/2011

Pune India

Achievements/Tasks

- Activation of Login Ids (Microsoft Live Email I'ds).
- Resetting of Compromised Email I'ds. Keeping Track of Countries from which countries hacking takes place in huge volumes. Finding on line Hackers As well as blocking their Email I'ds.
- Testing of Xbox Cricket Game.

CERTIFICATES

Six Sigma Black Belt (08/2017 – Present)

MCITP (09/2011 – 06/2012)

Microsoft Certification

EDUCATION

Higher Secondary Certificate

Dr. D.Y.Patil College of Science Commerce Arts.

06/2007 – 02/2008

Courses

- SYJC

Bachelor of Business Administration

Dr. D.Y.Patil College of Science Commerce Arts

07/2008 – 12/2011

Courses

- Graduation