

## **RAMYA C**

Sarjapura, Bangalore | +91 7010926498|

Ramya.manjunath0203@gmail.com

### **OBJECTIVE:**

To pursue a challenging career in the field of finance and accounting with constant learning and contribution to an organization, which allows me to grow professionally and as an individual.

### **PROFESSIONAL SKILLS:**

- ☒ Providing excellent customer service to support center departments on all account related matters and providing assistance with general finance related queries.
- ☒ Assist with the development and integration of finance processes and controls.
- ☒ Ensure the Finance teams processes are as efficient as possible whilst constantly looking to make improvements where possible

### **SKILL SET:**

|    |        |                                                                                             |
|----|--------|---------------------------------------------------------------------------------------------|
| 1. | SAP FI | Zclaim, FBV0, FBL1N, PA20, F-44, F-65, FB03, FK03, ZHR_TRAV_REP, ZHR Bank details           |
| 2. | Tools  | E-Gain, MS-Word, Ms-Excel, PowerPoint, Omni flow, Service ticket, Cloudapp for GTS advance. |
| 3. | OS     | Windows                                                                                     |

### **EXPERIENCE**

**Wipro Technologies, Bangalore**

**Executive | Aug 2018 -July 2022**

- ☒ Procuring and obtaining purchase order for devices for Hitachi Power Grid and ABB for all 36 countires.
- ☒ Invoicing the charges as per the lease month as per consumption reports on monthly basis, any devices not returned to lessor post lease duration one time settlement for the same is done and invoiced to HPG and ABB customers.

- ☒ Sharing invoicing inputs and raising pre invoice inputs in confluence and SAP for customers and obtaining PO for the same.
- ☒ Post receiving approval and PO from customers invoicing for the inputs are generated.
- ☒ Preparing delivery report, consumption report and Early OTS reports.
- ☒ Working on MS Access and SAP to create invoicing inputs.
- ☒ Responsible for the reimbursement of claims for Wipro Employees related to company travel for onsite employees- (business travels, relocation, onsite travels etc).
- ☒ Ensure customers satisfaction and SLA adherence on daily basis.
- ☒ Maintain high standards of accuracy and reduce hold%.
- ☒ Solely responsible for Egain- The process is about working on a tool (Egain) required for the query resolution for the employee reimbursement process where employee will send an email regarding the policies and clarification and we have the SLA of 4 hours for resolving the issue.
- ☒ Responsible of responding escalation emails on priority.
- ☒ Maintain records and reports of exception, savings and hold.
- ☒ Working on SAP module for the employee reimbursement process.
- ☒ Passing liability entries in employee account for the payment/recovery/clearing in SAP.
- ☒ Issuing GTS advance for employees who are travelling onsite.
- ☒ Performing reconciliation and QAS for claims processed.
- ☒ Raising BRDs and providing process improvement ideas like : bringing up a new software for image comparison which can scan the supportings attached by employees in claim and entire claims raised earlier, if similar supporting or duplicates found system would throw an error to processor and processor would then action the claim accordingly.

## **J P Morgan Chase & Co.**

### **Transaction Processing Specialist Sr 1| 6<sup>th</sup> July 2016 – 28<sup>th</sup> June 2017**

- ☒ Expert in handling multiple queues.
- ☒ Reviewing in detail whether the cheque meets all the criteria required to make payment.

- ☒ Identifying and reporting fraud team about those cheque which has undergone a fraudulent activity.
- ☒ Preparing volume snap shot, privacy reports, hourly reports and bad image reports on daily basis.
- ☒ Training and guiding new joiners about the process.
- ☒ Preparing power point presentation on PMR and Quality every month.
- ☒ Active member of change management team implementing new changes in the process to mitigate fraudulent activities and ensure better service and customer satisfaction.
- ☒ Achievements were recognized and received awards for accomplishing set targets and meeting quality.

#### **PERSONAL ABILITIES:**

- ☒ Have a good understanding of end to end concept of Finance Module.
- ☒ Keen and motivated to take challenges with minimal direction.
- ☒ Willingness to learn new things as business changes and explore new ways of doing things and pass on to others.
- ☒ Highly self-motivated and strong commitment to deadlines
- ☒ Well organized strong personality with positive attitude
- ☒ Good communication skills
- ☒ Quick learner

#### **EDUCATION:**

- ☒ BBM from Jyoti Nivas Autonomous college Bangalore, 2015
- ☒ Certified in credit course of **Capital Marketing** conducted by Bangalore Stock Exchange

#### **ACKNOWLEDGEMENT:**

- ☒ Above mentioned details are true to best of my knowledge.