

CONTACTS

+91 7980 447 800
mandeepk436@gmail.com
https://www.linkedin.com/in/mandeep-kaur-0183b619b

MANDEEP KAUR
Accounts Receivable Professional

Self-motivated and independent accounts receivable executive with nearly Four years of experience tracking payments in all departments of the company. Knowledge of accounting procedures and financial reconciliations. Timely and accurate billing followed by systemized collection tactics improving operational efficiency and profitability

TOOLS

- Microsoft Teams 80%
- Tally ERP 75%
- Office 365 80%
- Advance Excel 85%

EDUCATION

Bachelor in Commerce
Indira Gandhi Open University

Higher Secondary (Commerce)
West Bengal Board of Higher Secondary Education

Secondary (General)
West Bengal Board of Secondary Education

RELEVANT EXPERIENCE

SENIOR ACCOUNTS RECEIVABLE EXECUTIVE
| MICROTALK INDIA PVT. LTD. | 04/2022 – PRESENT, KOLKATA

- Customer account approval ,document verification and documentation maintenance
- Taking a proactive role in managing and collecting debts of overdue customers.
- Evaluating new credit requests and reviewing customers' credit rankings with banks
- Setting up of terms and conditions of credit
- Ensuring timely payment of debts and following up payments as needed
- Processing and reconciliation of invoices
- Checking and posting of receipts to accounting systems
- Preparation of statements, BRS and monthly Credit Reports for internal circulation
- Work closely with the Calling team, motivating and coaching them
- Keeping up to date with business development and new product lines
- Manage day-to-day line activities, prioritise and make risk/impact assessments within existing processes and procedures towards achieving SLAs
- Ensure training and development plans are maintained for all team members
- Use company methodology, team input and own initiative to ensure attendance and retention targets are achieved
- Manage the fair and consistent application of performance management and disciplinary measures as necessary
- Support the Management to highlight operational risks and areas for improvement
- Lead and inspire a team of sales agents to deliver excellent levels of individual/team performance and customer satisfaction
- Work with the management team to identify and deliver positive change and business efficiencies
- Deliver the allocated part of the operation within agreed budgets, service levels and business targets
- Escalate any appropriate problems to senior management

LANGUAGE



CREDIT CONTROL AND OPERATIONS EXECUTIVE
| MICROTALK COMMUNICATIONS PVT. LTD. | 01/2019-02/2022 ,
KOLKATA

- Daily payment Reconciliation.
- Billing Report generation/ Quality checking / Revenue Leakage.
- Invoice generation and sending or making available to customers
- Handling Billing Issues, wrong billing.
- Handling all Billing Disputes and resolve it
- Preparing account statements/usage report for customers
- Preparing Commission statements for Account managers
- Verifying Carriers billing
- Carrier Invoice Reconciliation on daily and monthly basis.
- Responsible for all types of manual invoicing, credit note, account statement, usage summary as per demand by the customer or internal purpose
- All reports checking related to Billing and Operations Department
- Daily/ weekly / monthly report uploads for management supervision.
- Data extraction of current and archived data and reporting as and when required.
- Correcting Database for billing and payment related issues as and when required.
- Responsible for all billing and data related issues.
- Chasing Outstanding customer via email and phone calls.

OTHER EXPERIENCE

TELE ADVISOR
| IBM CONCENTRIX | 11/2016 - 02/2017, KOLKATA

- Ensure service delivered to our customers meets contractual Key Performance Indicator ('KPIs')
- Clarify customer requirements; probe for understanding, use decision-support tools and resources to appropriately provide resolution to the customer
- Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer
- Greet customers in a courteous, friendly, and professional manner using agreed upon procedures
- Maintain basic knowledge of client products and/or services
- Prepare complete and accurate work including appropriately notating accounts as required
- Participate in activities designed to improve customer satisfaction and business performance
- Offer additional products and/or services
- Track, document and retrieve information in call tracking database
- Respond to customer inquiries by referring them to published materials, secondary sources or more senior staff

TELECALLER
| MEGAS LTD | 11/2015 - 10/2016, KOLKATA

- Making Outbound calls to existing customer to sell Telecom products
- Pitching customers about current products
- Informing customers about recurring rates and charges
- Meeting monthly target

EXPERTISE

Time Management	★★★★★
Communication	★★★★★
Problem Solving	★★★★★
Creativity	★★★★★
Leadership	★★★★★
Public Speaking	★★★★★

REFERENCE

APALA BARDHAN
MICROTALK INDIA PRIVATE LIMITED
PHONE: +91 9748771177

SAHEB DUTTA
MICROTALK INDIA PRIVATE LIMITED
PHONE: +91 89814 22810

CONTACT

- +91 7980 447 800
- mandeepk436@gmail.com
- <https://www.linkedin.com/in/mandeep-kaur-0183b619b/>
- G 9.3 NBCC Vibgyor Tower, CE Block, New Town, Kolkata: 700156