

Rithesh

Order to Cash Operations Analyst



7 Years 8 Months



(+91) 8494828959



ritheshacharya22@gmail.com



Profile Summary

Results-driven finance professional with over 7+ years of experience in Accounts Receivable and Order to Cash (O2C) operations across global clients, including the US and Canada. Proven expertise in invoicing, cash application, account reconciliation, credit risk assessment, and collections. Adept at resolving payment disputes, improving cash flow, and ensuring process compliance. Strong track record in driving operational efficiency through Robotic Process Automation (RPA), leading knowledge transitions, and maintaining audit-ready documentation. Collaborative team player with excellent communication skills and a commitment to continuous improvement in financial processes.



Key skills

- Accounts Receivable & Reconciliation
- Cash Application & Payment Processing
- Collections & Dispute Resolution
- Credit Risk Evaluation
- Aging Analysis & DSO Management
- Invoicing & Billing Processes
- MS Excel (VLOOKUP Pivot Tables Reconciliation tools)



Personal Information

City **Bengaluru**
Country **INDIA**



Languages

- English
- kannada
- Hindi



Education

B.Com, 2017

Mangalore University,
Mangalore

12th, 2014

Karnataka, English



Work Experience

May 2021 - Present

Order to Cash Operations Analyst
Accenture Solution Private Limited

- Managed end-to-end Order to Cash (O2C) operations, ensuring accurate and timely billing for US & Canada clients.
- Led daily work allocation and audit checks to boost process efficiency and team productivity.
- Handled cash application, payment adjustments, and account reconciliations, maintaining clean and accurate ledgers.
- Executed strategic collections activities, including sending dunning letters, following up on overdue invoices, and negotiating payment plans to enhance cash flow.
- Conducted regular aging analysis to proactively manage receivables and escalate high-risk accounts to the collections team.

- Acted as a key liaison between clients and internal teams to resolve disputes related to outstanding payments, ensuring smooth issue resolution.
- Contributed to Robotic Process Automation (RPA) initiatives, driving automation in financial operations, and facilitated knowledge transitions (KT) and reverse KT to train team members and share best practices.
- Maintained and regularly updated Documented Process (DTP) files, secured timely client sign-offs, and tracked and resolved process-related concerns through an actively managed issue log.

May 2019 - May 2021

Assistant Accountant

Infosys BPM

- Managed end-to-end Cash Application processes for EY's Canada region clients, handling payments via Cheque, ACH, Wire Transfer, and EBS.
- Investigated and resolved adjustment queries, including misapplied payments, cash movements, and offsets, ensuring accurate financial records.
- Proactively monitored daily remittance tracking to ensure smooth and timely transaction processing.
- Collaborated with cross-functional teams to support collections efforts, track pending payments, and follow up with customers for faster resolution.
- Ensured accurate and timely month-end closures, maintaining strict adherence to SLA commitments and process deadlines.
- Delivered effective query resolution for on-site teams, maintaining a high standard of service quality and client satisfaction.

Apr 2017 - Apr 2019

Account Executive

Greet Technologies

- Maintained Accounts Payable and Accounts Receivable functions.
- Processed invoicing using Tally ERP 9 software.
- Handled GST e-filing processes.
- Managed bank reconciliation (BRS) processes.
- Addressed and resolved client queries via email in a timely manner.



TECHNICAL SKILLS

SAP | Meridian | Tally ERP9 | MS Excel