

Spoorthi N

ORDER TO CASH OPERATIONS ASSOCIATE

PROFILE SUMMARY

High aspiration to work in a growth-oriented environment where I can leverage my skills and achieve excellence in the existing working condition and to contribute towards the goals of the organization besides enhancing my knowledge to attain the dream of reaching the top in ethical and honest way.

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City: Bengaluru
Country: India

EDUCATION

- **Master of Business Administration (MBA) 2016**
Bahadur Institute of Management, Manasagangotri, University of Mysore.
- **Bachelor of Business Management (BBM) 2014**
Vidya Vikas First Grade College, Mysore.

WORK EXPERIENCE

Teamlease Digital

May 2025- Present

Account Receivable Specialist (Collections)

- Assisted customers with inquiries, resolved complaints, and provided support to ensure satisfaction.
- Identified opportunities to improve customer payment behaviors by providing proactive solutions and payment options.
- Monitored accounts for overdue payments and escalated issues to the appropriate collections department.
- Successfully managed and resolved accounts for over 500 customers as a Collections Specialist, consistently meeting recovery targets while providing excellent customer service and ensuring compliance with all regulatory guideline.
- Maintained reports such as watchlist report, Forecast report and top 50 customer report with suitable comments and status.
- Working closely with Cash application on timely application of payments and remittance.

Accenture Solution Private Limited

Apr 2021-May 2025

Order to Cash Operations Associate (Collections and Cash application)

- Led successful transition of OTC and Intercompany processes through offshore KT.
 - Managed high-priority client accounts, resolving disputes to ensure timely payments and accurate applications.
 - Maintained precise records of collection activities and customer master files, achieving a 25% weekly cash collection rate.
 - Collaborated with station managers to target overdue accounts, escalate key issues, and resolve disputes efficiently.
 - Secured approvals for offsets and write-offs.
 - Achieved a 90% recovery rate on bad debts through strategic follow-ups. Utilized third-party portals for invoice analysis and account reconciliation.
 - Managed unapplied cash and suspense accounts, promptly resolving outstanding items.
 - Supported improved cash application procedures, maintained customer master data, and handled product master data setup and maintenance. Led training and mentorship for new team members.
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- Monitored daily volume trackers, prepared essential process reports, and conducted internal audits to uphold quality standards and enhance process efficiency
 - Applying the cash into the system received through Cheque and electronic payments (ACH).
 - Checking with customers for remittance details and applying the invoices as per TAT.
 - Working closely with Account payables team to applying the TAX/GST payments.
 - Solving customer queries regarding the remittances through Outlook and Chat.
 - Fulfilling the client requirements by interacting through Emails, chat to provide proper resolution.
 - Overall knowledge on Order to Cash cycle and working closely with sub-processes to meet the process requirements.
 - Performing Invoice correction/Return orders and re-booking. (RMA).

Gallagher Operations Support Services Pvt. Ltd

Dec 2016 - Apr 2018

Accounts Receivables Process Analyst (Cash Application)

- Review invoices and check requests and Invoices are reconciled using 3 way match (Vendor, Purchase order and Bank) and 2 way match (Vendor and Bank) on periodic bases.
- Resolve invoice discrepancies and follow-up on billing
- Sort and match invoices as per client funds and set up invoices for Payment
- Prepare and process accounts payable checks to the company.
- Processing Payments such as Check, ACH and WIRE for different companies.
- Updating ACH records in different International Banks such as Harris bank, J P Morgan Chase and Bank of America.
- Processing FET payments of different region and provide updates to the higher authorities and auditing team.
- Addressing rush request received through mails within Turnaround time and keep clients updated regarding status of the policy owned only on the basis of mail request.
- Training and assisting new joiners related to process.
- Processing Broker payments of different region.

INTERNSHIP

Business familiarization report at NESTLE, Nanjangud

Comparative Analysis of Indian Stock Exchange and International Exchanges.

- Comparative Analysis is done based on 7 different stock exchanges which includes BSE (Bombay Stock Exchange) and NSE (National Stock Exchange) which represents Indian stock exchange, HKEx (Hong Kong Stock Exchange), TSE (Tokyo Stock Exchange), NYSE (New York Stock Exchange), KRX (Korean Stock Exchange), RTS (MICEX, Russian Stock Exchange).
- In the study the various stock exchange of sample have been compared on certain parameters, both Qualitatively and Quantitatively.
- The whole project was based on secondary data which was extracted from respective websites and newspapers.

TECHNICALLY SKILLS

- ERP & Tools: Microsoft Dynamics AX, Salesforce (SFDC), ServiceNow, Portals, DMS, Meridian, Netsuite, Getpaid, Worldtrack, Cargowise
- Microsoft Office: Excel (Pivot Tables, VLOOKUP), Word, Outlook.
- Financial Operations: Accounts Payable, Accounts Receivable, Cash Application, Tax/GST processing.

KEY SKILLS

- Detail-oriented and deadline-driven.
 - Strong interpersonal and communication skills.
 - Ability to manage multiple priorities efficiently.
 - Proactive and adaptable in fast-paced environment.
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