**L.Romen.Singh**

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 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Career Objective\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

A committed and well-motivated professional who aspires to lead and manage the team of experts to contribute towards the continuous growth of the organization based on the expertise gained and to further my personal capabilities by learning from the new exposure within the structured framework of organization

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Profile Synopsis\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* MNC professional with above 8 years of experience with domain expertise in Client Relationship Management, Collections, Account Receivable, Credit Management, Customer Master, Cash Application, Order Management, Dispute resolution, MIS reporting and Analytics. Demonstrated history of award winning performance and quick learning, possessing strong leadership ability with a genuine interest in client welfare.
* Successful in leading through a critical phase, turnaround and fast track growth, adept at working in high pressure environments with strict deadlines and multiple deliverables.
* Excel in team collaboration and brainstorming resulting in team building, conflict resolution, setting goals, driving results and implementing change.
* Diligent and resourceful professional who consistently streamlines operations by utilizing and implementing new process ideas.
* Experience on ERPs like Oracle.
* Experienced with strong negotiation skills and the ability to negotiate multi-million dollar transactions to a successful conclusion
* Great people skills – with the ability to cultivate and maintain relationships
* Excellent negotiation skills and ability to influence others

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**ORGANISATION EXPERIENCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Damac Properties / Dubai - Jan 2020 – September 2020.**

**Job Title: Client Relationship Management.**

* Perform required duties to manage an assigned portfolio of 160 projects/clients as assigned in accordance with policies and procedures.
* Maintain and revise required excel based tracking and reporting system to reflect the most recent information of assigned projects/clients
* Close case folder for all the open cases.
* POP raise on timely manner.
* Resolve client queries .
* Establish and maintain effective working relationships with internal and clients
* Accountable for reducing delinquency on assigned project/unit.
* **ACCENTURE - JUNE 2013 – Dec 2019.**

**Job Title: Team Lead Collections/ US process /B2B**

* Managing Order to cash (Account Receivable) operations for one of the pioneers in labeling and packaging industry with a team of 20 FTE’s to deliver seamless services to stakeholders.
* Ensuring sustainability of operations with quality audits, cross training and client communication apart from ensuring people centricity and fun on the floor within the team.
* Leading and participating in process reviews on weekly basis with stakeholders, monthly management committee governance calls whichincludes AVP/VP/Directors as audience and coordinated client visits on numerous occasions which may include ‘new business opportunity or expansion of business’
* Managing performance appraisals for the team, providing regular feedbacks, conducting one-on-one, publishing scorecards.
* Review SOX audits and reported to client as required.
* Maintaining and improving the overall quality of service delivery.
* Resource planning (Workload allocation, processing calendars).
* Daily performance monitoring.
* Responsible for process documentation (DTPs/Operating Instructions).
* Responsible for maintaining process MIS.
* Training new hire / team on process insights and email writing skills.
* Associate Engagement and Development.
* Dispute & Deductions Management.

**Highlights & Achievements:**

* Received recognition from client for the contributions, support & performance since go live of the process.
* Recognized one time quarterly Good Samaritan award and one time Star of the business award for excellent deliverables.
* Recognized many times from management as a dedicated team player with pro-active & positive approach.
* Recognized by stakeholder’s senior manager as an exceptional employee for bringing continuous process improvement ideas.
* PPA Lead for deal Employee Engagement (People Project Advocate)

**AMERICAN EXPRESS. GURGAON March 2012 – October 2012**

**Senior Credit Analyst :Collections**

**Highlights & Achievements:**

**Area of work:**

* Resolved customer queries, short-paid and past due invoices with clients and account debtors
* Investigated and resolved declined payments and returned checks.
* Reviewed clients and account debtors for creditworthiness
* Investigated clients for financial crimes
* Increased revenue by determining credit limits for existing / new clients
* Providing quality service to internal customers through undertaking risk assessment analysis of various types of lending proposals
* Analyzing financial information, such as statements
* Liaising with other staff within the company, such as account managers and product specialists
* Staying informed about the legal, compliance and market-risk-related issues involved in the approval of credit.

**RMS IQOR, GURGAON August 2010 - March2012**

**AR Executive/US Process :**

**Highlights & Achievement**

* Best employee of the year 2011 received for contribution, supporting for the process and the company.
* Spokesperson for company extracurricular activities

**Area of work:**

* Customer Service,Lead Generation, Client Follow up. Handle Clients Enquirers,
* Experience of the B2B process
* Ability to communicate effectively with people of all ages and backgrounds, and work as a team to resolve problems and motivate team members to achieve personal and organizational values.
* Problem solving, time management and organization in a fast paced position.
* Customer service to all Data Protection Storage user companies, administrators and various vendors.
* Handling customers with their billing and troubleshooting issues.
* Ensuring timely payments from the customer

**IENERGIZER, NOIDA February 2009 – May 2010**

**Account Receivable :US Process**

**Highlights & Achievement**

**Area of work:**

* Conflict resolution,negotiation, customers service
* Proven ability to handle difficult customer interactions with tact and diplomacy.
* Detailed oriented with strong problem-solving
* Professional communication, interpersonal and teamwork skills.
* Prepared payment notices and explanatory letters, initiated treatment action such as service disconnects.
* Researched and located customers, negotiated payment arrangements, settlements, deposits and guarantees
* Resolved conflict, investigated disputed amounts or discrepancies, calculated and issued associated adjustments.
* Worked with internal departments and outside agencies, banks, credit card companies, trustees, etc. billing queries, disputes, service requests, etc
* Processed payments and/or deposits on treatable accounts and reconciles accounts, documents related to insolvency, bankruptcy, receivership, etc
* Investigated and resolved declined payments and returned checks, and performed credit checks

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**SKILLS:**

* Proven skills in MS-Office (Word / Excel / PowerPoint)
* Past exposure to 24x7 environment
* Capable to work with dedication and believe in punctuality.
* Verbal and written communicator who negotiates relationship-building business agreements with win-win scenarios
* Extremely adept at quantitative analysis and client relations.
* Proficient in adapting to new procedures as business climate changes
* Responsible for driving the profitability, customer service and business generation for a specific geographical region. Also in charge of a portfolio of existing accounts.
* Risk Analysis, Credit Evaluation, Customer Service
* Reasoning, Exit Strategy, Researching, Client Relations
* Billing
* Dealing with all levels of decision makers up to Director level in a timely manner
* Maintaining full knowledge of the company product offerings.

**Tech Inventory:**

* Oracle, Cisco, MS Office,Lotus Notes, AS400,MFG Pro, MS Word, MS Access, MS Excel, Outlook, Power point. Sale Force.

**ACADEMIC RECORDS:**

* Post Graduate from Pune University 2004
* Graduate from Pune University (POLSCI 2001)
* Council of Higher Secondary Education Manipur state. H.S.E. 1997
* H.S.L.C.E from Manipur State Board 1995.
* English Expert
* Manipuri Expert
* Hindi Expert
* Marathi Expert

**ACHIEVEMENTS:**

* Completed Training Team Management.
* Completed Business Continuity Training.
* Completed Operational Excellence Training.
* Completed Training Team Management & Stakeholder.
* Completed Training Programmed on Developing Skill Development Strategies,

VV Giri National Labor Institute.

**PERSONAL DETAILS:**

* Date of Birth - February 03rd 1980
* Nationality - Indian
* Marital Status - Single
* Address - Al Sharaya Building – Tecom, Dubai
* Hobbies - Listening Music, Sports and Adventure
* Strengths - Hard working and strong determination

 Proactive & Eagerness to learn

 Optimistic with positive approach

 Quick learner and Disciplined.

* Passport - Available

I hereby declare that the above mentioned details are true to the best of my knowledge and belief.

**Date:-**

**Place:-**

 **L.ROMEN SINGH**