

REHANA BEGAM S

Email ID – rehana05s@gmail.com

Mobile number - +91 9962088934

OBJECTIVE:

A recently certified in Human Resource Management by IIM Rohtak and Seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, and leverage my learnings.

WORK EXPERIENCE:

Organization – State Street HCL services India Pvt. Ltd., (Dec 2016 – Present)

Specialist – HR Recruitment

Professional Skills

- Maintained work structure by updating job requirements and job descriptions for all positions
- Improved organizational filling systems for Confidential employee

Communication:

- Communicated with selected/onboarded candidates to provide clarity on compensation, Performance Appraisal and company policies
- Explained HR policies to Team members to cultivate compliant and satisfied workforce.
- Explained BOB (Bunches of Benefits) Medical Insurance, shift allowances, Incentives and Employee Claims for all positions

Recruiting

- Working with recruiting teams and HR Representatives to accomplish the hiring objectives
- Screened all applicants based on qualifications and background to meet the standards
- Evaluated the Strength and weaknesses of over all candidates through screening processes.

Subject Matter Expert – Account receivable process

Responsibilities:

- Reconciling live funds between previous and current month & get the launch and termination confirmation from Fund accounting team.
- Downloading market value and Net asset value data live funds. Gathering Custody and Transfer agency data/transactions at fund level.
- Calculating fees by loading all the related data into TM1 application tool in order to generate the invoices in draft version.
- Ensuring to validate the fees in draft version invoices are in line based on client signed fee schedule document.
- Booking income through journal entries into oracle application post fund accounting approval.
- Creating payment instruction through oracle after received client approval. Swift instruction to be created if there is any refund applies to end-client.
- Preparing monthly unbilled file after soft close period & ensure to open the new books with accurate unbilled figures for current billing month.
- Ensuring to receive the client approvals on raised revenues and booking incomes through journals.
- Tracking the status of outstanding invoices with onshore par and booking those revenues into allowances to avoid credit risk.
- Faxing the payment instructions for approved revenues as per agreed net term.
- Reconciling the AR ledger books against the bank statement & payment instructions in order to complete the bank reconciliation system.
- List out the long-time pending aged debt queries and set a weekly call with onshore par to clear off the past dues.

- Calculating the unbilled amount with the help of latest actual figures from client application.
- Having a track of offshore pending invoices with the help of unbilled tracker and set a weekly operation call with onshore par to discuss the current status.

Achievements:

- Successfully taken a process from transition to live with the help of transition team manager.
- Promoted as an acting team lead & handled three-member team.
- Secured raising star and best team awards within a short span.
- Received an appreciation emails and positive feedbacks from the end client and project head.
- Completed the enormous backdated invoices related to long time pending aged debt and received the payments successfully before the payment term ends.
- Handled critical clients like NACC1, NACC2 etc without any internal and external errors.
- Provided end to end production support to team members.
- Maintained a production and quality in good shape by communicating rigorously with onshore team.
- Organized a weekly operation and error analysing calls with onshore team to provide the process status & raised query in order to bill the invoices in a timely manner.

Organization - TATA Consultancy Services India Pvt. Ltd., (Apr 2013 – Sep 2016)

Senior Process Associate – Account receivable process

Responsibilities:

- Loading income/Credit Memo through journals based on client approved fees.
- Preparing manual payment instruction as per the client instructions.
- Sending Instruction letter to transfer agency team for new customer registration and dealer code updates.
- Creating Payment instruction after we received client approval.
- Faxing the payment instruction and ensure to receive the confirmation back from end customer.
- Achieving client agreed value date without any misses & clearing aged debt queries to bank reconciliation team.

Achievements:

- Successfully taken over a pilot process through remote access covering 2.9 billable full-time employees.
- Cleared online promotion test and promoted as Senior process associate.
- Initiated as key processor and provided production support to team members.
- Handled weekly deck call to propose team members end-to-end activity and responded onshore team queries.
- Implemented process improvement with the help of macro based excel file and reduced 0.98 FTE.
- Deserved Spot and Star performer awards also secured lean – yellow belt.

Organization – Hinduja Global Solutions India Pvt. Ltd., (Feb 2012 – Aug 2012)

Senior representative – Analyst

Responsibilities:

- Creating invoices in client application based on provider services.
- Validating and mapping the GL codes as per invoice descriptions.
- Creating client specific service invoices by following signed business rules & notes.
- Sending out daily achieved invoices to cash management team in a batch wise.
- Updating bank details in the client application wherever we received notification.

Achievement:

- Successfully promoted from Representative to Senior representative.
- Moved into quality control team in order to review all kind of invoices before sending it to client.
- Given special access to approve rebates for end customer directly through an auto clearing house in Oracle application.

QUALIFICATION:

- Pursuing MBA in HRM through Madras University, Chennai. (2022- 2024)

- Passed B.Sc. on March 2011 through 89% on Holy cross college of Arts and Science – Nagercoil.
- Passed H.S.C. on March 2008 through 85% on Kavimani Desika Vinayagam Pillai Govt. Higher Secondary School – Kottar.
- Passed S.S.L.C. on March 2006 through 75% on St. Joseph’s Convent Higher Secondary School – Nagercoil.

TECHNICAL SKILLS:

- Certified in Advanced Excel, Power BI, SPSS, R Programming and Tableau
- Macro enabled Excel, MS Word, MS Excel, MS Power Point, On Demand & Oracle application..

Professional Certification:

- Pursuing Strategic Human Resources Applied Analytics in IIM-Rohtak

PERSONAL INFORMATION:

Father’s Name : Samsudeen
Spouse Name : Hari Krishnan
Address : Venkatesh Housing, Plot No. 102, Flat No. F3, Manohar Nagar Main Road,
Pallikaranai, Chennai – 600100
DOB : 20 May 1991
Marital Status : Married
Languages Known : English, Tamil, Malayalam & Telugu

Place : Chennai

Signature: Rehana Begam S

Date :