

## Arun Kumar Ahirwar

Aspiring for assignments in Business Analysis / Pre-Sales / Project Management with a highly reputed organisation. To ensure quality service by honouring to the commitments efficiently and effectively.

### Professional Summary

- ☑ Diploma in French with experience of 10 years.
- ☑ Currently designated as collection Team leader for APAC & EMEA Region at Sutherland Global Services(Avaya) . Magarpatta Hadapsar, Pune.
- ☑ Capable of increasing sales revenues, developing profitable and productive business relationships, coordinating with decision-makers and building an extensive client base.
- ☑ Exposure in identifying & adopting emerging trends & addressing industry requirements to achieve organisational objectives.
- ☑ Endowed with a passion of winning as evinced through demonstrated excellence in academics.
- ☑ An effective communication with excellent skills in building relationships; possess strong analytical, problem solving and organisational abilities.
- ☑ Effective Client/Customer relationship.

### Career Scan

March 2015 – Till date with Sutherland Global Services( SGS Outsourced the Avaya process). Magarpatta Pune, as Team Lead.

#### Portfolios:

- ↳ Experience of managing critical and major customers with a portfolio of \$15-\$20 million approx.
- ↳ Preparing Performance Incentive and Rating files for the collectors on monthly basis.
- ↳ Organising workshops with internal and external teams to ensure smooth flow of business process.
- ↳ Daily call schedules with Internal Stakeholders and Customers for issue resolutions and timely payments. To ensure all disputes related to Sales Order, Billing, Shipment, Payment terms & Contractual agreement are resolved in timely manner.
- ↳ Forecasting daily collections for target achievement and planning. Creating and maintaining Daily Projection/ Daily Dashboard reports for the Team, Stakeholders, Finance & Higher management.
- ↳ Maintaining and building relations with internal and external customers with focus on increasing efficiencies in the collections process.
- ↳ Responsible for Reconciliation of accounts and research before issuing credits notes & conduct Research and match un-reconciled funds received for credit to the appropriate clients' accounts
- ↳ Weekly meetings with top customers to ensure we resolve the issues which customers might be facing with the invoices to help them expedite the payment process within the stipulated credit limit.
- ↳ Managing disputes and resolution to ensure faster turnaround with daily follow ups with customer through Phone and emails
- ↳ Evaluate customer records and recommend payment plans based on earnings, savings data, payment history, and purchase activity.
- ↳ Review individual or commercial customer files to identify and select delinquent accounts for collection.
- ↳ Consult with customers to resolve complaints and verify financial and credit transactions.
- ↳ Compare liquidity, profitability, and credit histories of establishments being evaluated with those of similar establishments in the same industries and geographic locations.

Oct 2011 – Feb 2015 with Avaya India Pvt. Ltd., Magarpatta Pune, as Sr.Collection Analyst.

#### Portfolios:

- ↳ Analysing & reconciling customers account statement and ensuring customer's credit ratings are up to date.
- ↳ Drafting settlement letters along with back up documents and ensuring it's approved by Finance and Legal team.

- ↳ Evaluate customer records and recommend payment plans based on earnings, savings data, payment history, and purchase activity.
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### **Highlights:**

- ↳ Experience of managing critical and major customer with a portfolio of \$17 million
- ↳ Minimize bad debt risk by following collection strategy.
- ↳ Ensuring billing and order entry related disputes are resolved in timely manner.
- ↳ On Going Problem Resolutions for Sales Entities-As Per Tickets Received. (Across The OM Spectrum).
- ↳ Ensuring all payments are applied as per SLA and no open Items are on GL.
- ↳ Ensuring all back end & RMA credits are raised in timely manner and offsets are done as per customer's request.
- ↳ Ensuring all early pay discounts and bank wire fees are charged against correct GL.
- ↳ Conducting weekly meetings with Sales, Billing & Order Entry team.
- ↳ Establish process flows, knowledge management processes
- ↳ Ensure bankrupt accounts are blocked and legal team is updated with all supporting documents.
- ↳ Raising request on sales force regarding any changes in customer's contract

**March 2014 – Till date with Instituto Sabiduria (Skills-Ville), as Sr.Languge Specialist(French) Freelance.**

### **Portfolios:**

- ↳ Handling French related client queries, translations, interpretations.
- ↳ Training Professional level people and school children in French as a foreign language.
- ↳ Training students for upcoming exams.
- ↳ Document translations, Live interpretations, Business support and Audits etc.

### **Academic Credentials**

- ↳ **Diploma in French from Alliance Française de Delhi in 2009.**
- ↳ Passed A2 Delf Examination with 75% marks in 2009
- ↳ B.Sc. in Mathematics Hons. from Sagar University, MP in 2008.
- ↳ Class 12<sup>th</sup> from Govt. H.S. School, Khajuraho 2004. Scored 81.00%.
- ↳ Class 10<sup>th</sup> from SPNS, Khajuraho 2002. Scored 75.00%.

### **Certification**

- Level B1 Certification in French from Alliance Française de Delhi.
- One-year course of French language from Alliance Française de Delhi.
- Delf Certification in French.
- Level A2 certificate in Spanish from Skillsville -affiliated to the UPEL(Universidad Pedagogica Experimental Liberator).

### **Personal Dossier**

**Date of Birth:** 6<sup>th</sup> September 1986

**Linguistic Abilities:** French, Spanish, English & Hindi

**Hobbies:** Interacting with people of different background, Music.