

Diksha Raj

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To establish myself and would like to serve your esteemed organization which explores my potential and provides me with the opportunity to upgrade and enhance my talent with an intention to be an asset to the company by upgrading my skills acquired from my academic qualifications from time to time.

PROFESSIONAL QUALIFICATION

- B. Tech (Information technology engineering) from Rajasthan Technical University (RTU), Jaipur Rajasthan in 2016.
- Intermediate from CBSE Board, in 2012.
- High School from CBSE Board, in 2010.

PROFESSIONAL EXPERIENCE

Tata Consultancy Services Designation: Senior Process Associate April 2023 to till now

Handled a portfolio of service receivables from U.S. and Canadian accounts which average from \$3.2 million to \$5.5 million.

- Maintained an average DSO below 43 days.
- Maintained receivables over 90 days below 2% of total outstanding receivables.
- Identified billing discrepancies and immediately forwarded information to Discrepancy Specialist for investigation and resolution.
- Located customers and collateral through advanced skip trace techniques.
- Maintained good customer relations with borrowers and effectively solved problems in an effort to resolve account delinquency and prevent losses.
- Handled incoming customer account inquiries promptly, generally on the same day.
- Responded to incoming trade reference inquiries consistently within 24 hours of receipt.
- Sent bank and trade reference inquiries on prospective accounts and followed up for responses within the established processing timeline.
- Provided revised customer information to management in a timely manner.
- Research on various account disputes by using Peoplesoft oracle.
- Maintain dispute tracker of top disputed invoices and territory file for client review from 30+bucket.

Spinks India (Gurgaon) Designation: Executive Technical assistant Oct 2020 – April 2023

Played a vital role in coordination with clients, vendors, internal team members. Assist in all the business verticals also an ability to work in a fast-paced environment and adapt quickly to changing needs and priorities, proven ability to prioritize and manage multiple tasks simultaneously with little direction. Serve as a liaison with internal staff at all levels. Assist in Strategic Operations on various

projects such as new strategy for sales and marketing, managing and analyses data, procurement, planning and strategy for launching new project, International Sales and client/customer relationship managements (CRM).

- Chemical customization of inks
- Preparation of technical data sheets
- Technical presentation and project management

IBM India Private Limited (Gurgaon) Designation -Senior Practitioner

Lead the billing and order processing to the customer via SAP and raises the credit note according to the law and clauses. Preparing daily basis report of inflow of cases and resolve the cases within the time frame. Internal audit of team members of the credit notes which includes all actions that the user or system performs, to process payments, apply payments law and accordingly give credits. Yearly credit report analysis and working on high importance emails from client.

- UK/US client handling via email, issue credit note for resolution
- B2b collection
- Cash application
- Invoicing via SAP

SpiceJet Limited: Executive

Handle inquiries, troubleshoot issues, provide product information, offer technical assistance, process returns or refunds, and gather feedback and utilize various tools such as helpdesk software, ticketing systems, live chat platforms, and knowledge bases to streamline customer interactions and resolve issues efficiently.

- Effective communicator
- Cold Calling
- Closing Sales
- Account Management
- Sales Forecasting

PERSONAL QUALITIES & SKILLS

- Function as an effective team player and facilitate communications among the team members.
- Excellent analytical and problem-solving skills.
- Maintain cordial relationship with management and colleagues.
- Excellent in utilization of all resources.
- Effective Communication abilities and share new ideas.
- Ability to handle multiple tasks and meet deadlines.
- Ability to handle sensitive and private information in a professional manner.

COMPUTER LITERACY

- Proficient in working on MS office (Word, Excel, Power Point etc.)
- Internet Savvy

CERTIFICATION

- IBM Cloud Satellite
- DUCAT in .Net
- Girnar Technologies
- Excellence Certificate from Spicejet
- Achievement Certificate of Soft Skill and Navitaire
- Excellence Certificate (in Bill to Cash) from IBM
- Ovation Award from IBM

PROJECT

- Project Title: Healthcare on MSNET (WEB) Technology

PERSONAL INFO

Personal Details

Father's Name	:	Mr. Rajeev Kumar Singh
Date of Birth	:	July 11th, 1995
Marital Status	:	Single
Nationality	:	Indian
Address	:	H.no 37 sector 17 sukhrali Gurgaon 122002
Contact No	:	+91 9821562568
Religion	:	Hindu
Languages Known	:	English & Hindi
Passport Details	:	Passport no – R6406965

Date: 20.03.2024
Place: Gurgaon

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