

AKBER ALAM
OTC – Order to Cash

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Profile Summary – Detail-oriented and results-driven finance professional with strong expertise in the Order to Cash (O2C) and Accounts Receivable (AR) cycle. Possesses robust knowledge in cash application, billing, reconciliations, and handling of unapplied, misapplied, and suspense payments. Demonstrated ability to manage teams, monitor daily transactions, and drive process improvements to enhance operational efficiency and compliance. Skilled in analyzing aging buckets, DSO, delinquency, and bad debt recovery. Proven track record of delivering high-quality outputs, handling escalations, providing coaching to team members, and maintaining effective communication with clients and cross-functional teams. Adept in performance reporting, quality audits, and leading initiatives that drive productivity and customer satisfaction.

Academic Qualification

Post Graduate Diploma in Management (PGDM)

2019 – 2021

/Finance & Marketing/

From – G.L. Bajaj Institute of Management & Research, Greater Noida, UP.

Graduation (B. Com Hons.)

2014 – 2017

/Financial Accounting/

From – Marwari College Kishanganj, Kishanganj, Bihar

Work Experience

Xceedance Consulting (India) Private Limited, Gurugram – Haryana

Oct 2023 – Present

/Process Expert – Credit Control (Cash Application) /

Roles & Responsibilities:

- Assign daily tasks to team members and monitor completion of work.
- Review and verify daily financial transactions to ensure accuracy and compliance.
- Oversee end-to-end O2C (Order to Cash) and AR (Accounts Receivable) processes.
- Manage cash application, billing, and reconciliations efficiently.
- Handle unapplied, misapplied, suspense payments, overpayments, refunds, and ensure proper resolution.
- Analyze aging buckets, past due accounts and bad debt recovery/write-offs.
- Identify inefficiencies in processes and implement improvements for better productivity and controls.
- Provide coaching regarding the process to team members to enhance performance.
- Handle escalations and provide effective resolution in a timely manner.
- Maintain accurate and timely performance reports (daily, weekly, monthly) for management and client review.
- Ensure compliance with internal policies, procedures, and data security standards.
- Facilitate smooth onboarding and training for new team members.
- Collaborate with internal teams and concerned office to gather necessary information and ensure transaction completeness.
- Participate in business reviews and client meetings, providing data insights and operational updates.
- Support productivity improvement initiatives and innovation in daily operations.

Johnson Controls (India) Private Limited, Gurugram, Haryana

May 2022 – Oct 2023

/Analyst – Cash Application/

Roles & Responsibilities:

- Assign daily tasks to team members and monitor completion of work.
- Spearheaded bank receipts processing and reconciliation across multiple accounts (ACH, wire transfers, credit cards, lockbox), ensuring 100% accuracy and timely reporting.
- Resolved payment discrepancies by executing end-to-end reconciliation and collaborating closely with Billing and Collections teams.
- Partnered with cross-functional teams to swiftly address and resolve payment-related inquiries, improving internal coordination.
- Engaged directly with customers to retrieve missing remittance details, enhancing payment application accuracy and reducing unapplied cash.
- Collaborated with global office locations to identify and correct missing remittances and misapplied payments.
- Managed the customer service mailbox, delivering prompt and professional solutions to both customer and internal queries.
- Executed weekly and monthly write-offs, refunds, disbursements, and payment adjustments while maintaining strict compliance with financial policies.
- Delivered detailed financial reports, including cash receipt summaries and payment source analysis, supporting senior management decision-making.
- Generated daily reconciliation reports and cash closing summaries, ensuring transparency and accuracy in client reporting.
- Analyzed financial data to produce actionable dashboard reports and conducted periodic PMO checks to monitor process health.
- Led weekly and monthly progress review calls with onshore teams, driving resolution of issues and continuous process improvements.
- Conducted quality audits of billing and cash application processes, ensuring compliance with company policies and enhancing operational accuracy.

Infocom Network Private Limited (Tradeindia)
[Executive – Customer Support]

Oct 2021 – Apr 2022

ICICI Bank Limited, Noida – UP
[Assistant Manager – Retail Banking Group]

Mar 2021 – Sep 2021

The Professionals, Kishanganj – BR
[Junior Accountant]

Apr 2016 – Feb 2019

Technical or Non-Technical Skills

- **Payment Reconciliation:** ACH, Wire Transfers, Credit Cards, Lockbox Transactions
- **Financial Reporting & Analysis:** Cash Receipt Summaries, Payment Source Breakdown, Unapplied Cash Analysis
- **Cash Application & Adjustments:** Write-offs, Refunds, Disbursements, Payment Adjustments
- **Tools & Software:** Oracle, Get Paid, Tally Prime, BBI, ARMS, ESL Office, MS Office 365 (Advanced Excel & Macros), Outlook
- **Data Management & Dashboard Reporting:** Data Analysis, PMO Checks, Quality Control
- **Customer Service & Communication:** Client Engagement, Remittance Collection, Issue Resolution
- **Collaboration & Coordination:** Billing & Collections, Cross-Office Teams, Onshore Stakeholders
- **Process Improvement & Compliance:** Policy Adherence, Accuracy Checks, Operational Excellence

Projects & Automations

Automation of Financial Reporting – Johnson Controls (India) Private Limited

- **Process Optimization:** Designed and implemented an automated solution using Macros to streamline the preparation of the identified, Unidentified Report.
- **Efficiency Enhancement:** Reduced report processing time from approximately 1 hour to just 5 minutes, significantly improving productivity and resource efficiency.

Automation of Financial Reporting – Xceedance Consulting (India) Private Limited

- **Process Automation:** Developed and implemented Macros to automate various financial reporting processes, significantly reducing manual effort and processing time.
- **On-Account Report Optimization:** Automated the daily On-Account report sent to clients, reducing processing time from 20–30 minutes to just 5 minutes, with automatic email delivery.
- **Suspense Report Automation:** Streamlined the daily Suspense report for the internal collections team, ensuring proper standardized reasoning. Automation reduced processing time from 45 minutes to 5 minutes, with automatic email dispatch.
- **Reconciliation & Cash Closing Report Enhancement:** Automated the preparation of the final financial report of the day, consolidating four individual reports. Processing time was reduced from 1.5 hours to 10 minutes, with automatic distribution to the Finance Team, Client, and Collections Team, including all required attachments.

Automation of Statement of Account (SOA) Processing – Xceedance Consulting (India) Private Limited

- **End-to-End SOA Automation:** Designed and implemented an automated solution for the preparation and distribution of Statements of Account (SOA), eliminating the need for manual processing.
- **Efficiency Enhancement:** Previously, SOA preparation and email distribution took 5 to 10 days, requiring significant manual effort. With automation, the entire process is now completed within a single day, with each SOA generated and sent to the respective customer in just 5 minutes.
- **Scalability & Impact:** The automation enables the seamless processing of thousands of SOAs simultaneously, improving accuracy, efficiency, and overall productivity.

Reward & Recognition

- **Champion of the Year 2024 – 2025**
Awarded "**Champion of the year**" at **Xceedance Consulting (India) Private Limited** in recognition of outstanding performance, dedication, and contributions to process automation and operational efficiency.
- **Star of the Month – February 2023**
Recognized as "**Star of the Month**" at **Johnson Controls (India) Private Limited** for exceptional performance, commitment to excellence, and contributions to process improvement and efficiency.

Declaration

I hereby confirm that the information provided above is accurate and true to the best of my knowledge.

Date:
Place:

Signature
(AKBER ALAM)