# Nipun Sharma

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## ****Objective****

Results-oriented Credit & Collection Controller with 9 years of expertise in Accounts Receivable, Billing, and Invoicing. Proven track record in optimizing financial processes, managing large-scale transitions, and ensuring compliance with client contracts. Adept at leveraging advanced technologies and tools to drive operational efficiency. Seeking a challenging role to contribute skills and experience in financial optimization with a forward-thinking organization.

## ****Professional Experience****

### Dyson, Credit Controller /Accenture, Analyst /Genpact, MT

May 2022 – Present Oct 2014 - April 2022

* Spearheaded the preparation of process and client services reports and dashboards, including the -6 report, End of the Month Cash Report, Invoice Forecast Report, and LE Cash Excel Reports.
* Proactively contacted customers regarding due payments, ensuring prompt and accurate allocation of received payments against outstanding invoices.
* Served as a single point of contact for customers on credit and collection-related matters.
* Led monthly debt conference calls with regional finance managers, agreeing on action plans for debt recovery.
* Managed multiple transition projects of Order to Cash and Accounts Receivable.
* Co-ordinating with different teams to provide quick solutions such as providing remittance advises to cash-application team for reduction of unapplied cash, contacting customers for providing back-ups to deduction team, reaching out to customers for early payment or prepayment if their credit limit is exhausted for timely release of their pending orders, etc.
* Working on requests like setting-up of new customers, raising their credit limit with insurer by proving financials, raising request to update customer master-data for existing customers and updating their payment-terms and risk category as per their payment performance and suggestions from credit-worthiness team, reporting customers to insurer if customer is unresponsive and have past-dues as per the insurance policy.
* Performing activities like customer refund, raising requests for manual credits, creating proforma invoices and credits, uploading invoices on customer's portal, raising requests for setting up EDI invoicing for customers.
* Working on order release requests by evaluating the customers on different parameters such as no past-dues, available credit limit and order value, Prepayment received or not.

**Achievements:**

* + Rewarded as a Star Business Encore award.
  + Promoted to a Coach, assisting team members in the process.
  + Received Best Debutant, Client Delight award, and two-time Star Performer at Accenture.
  + Played for Accenture Corporate Cricket Team.

## ****Key Achievements and Responsibilities****

* **Financial Reporting Excellence:**
  + Led the preparation of detailed reports and dashboards, including the -6, End of the Month Cash Report, Credit Limit report, Month end commentary report, Blackline report, Provisions, Invoice Forecast Report, and LE Cash Excel Reports, ensuring transparency and accuracy in financial reporting.
* **Proactive Collections Management:**
  + Proactively engaged with customers, achieving consistent and timely collections by ensuring swift and accurate allocation of payments against outstanding invoices.
* **Client Relationship Ownership:**
  + Acted as a dedicated single point of contact for clients, building and maintaining strong relationships. Addressed inquiries and concerns promptly, fostering client satisfaction and loyalty.
* **Strategic Debt Recovery Leadership:**
  + Led monthly debt conference calls with regional finance managers, devising strategic action plans for effective debt recovery. Contributed to successful debt resolution and improved financial health.
* **Order to Cash Transition Expertise:**
  + Managed multiple transition projects in the Order to Cash and Accounts Receivable domains, showcasing expertise in transition processes and knowledge transfer.
* **Thorough Account Reconciliation:**
  + Conducted detailed account reconciliations, ensuring accuracy and completeness. Researched and resolved discrepancies, contributing to clean and accurate financial records.
* **Efficient Invoicing and Order Management:**
  + Oversaw end-to-end Invoicing/Billing, Month-End Closing & Reporting, and client order management. Ensured adherence to contract terms, pricing accuracy, and timely invoice delivery.
* **Comprehensive Contract Oversight:**
  + Reviewed contracts, purchase orders, and pricing for compliance and accuracy. Managed contract renewals, ads & cancellations, aligning with client amendments and requirements.
* **Customer-Centric Approach:**
  + Applied a customer-centric approach to release incoming orders, prioritizing customer satisfaction while maintaining financial integrity.
* **Performance Metrics Excellence:**
  + Managed multiple billing methodologies and deadlines, consistently achieving and exceeding KPIs such as total cash collected, Days Sales Outstanding (DSO), and lead time to resolve customer queries.
* **Quality Assurance and Auditing:**
  + Conducted team audits to provide 100% error-free outputs, ensuring the highest standards of quality assurance and client satisfaction.
* **Governance and Client Interaction:**
  + Prepared Governance Decks for weekly client calls, presenting complex financial information effectively. Participated in client sessions on Business Excellence.
* **Root Cause Analysis and Process Improvement:**
  + Proactively submitted ROOT CAUSE ANALYSIS, CORRECTIVE ACTION, and PREVENTIVE ACTION for incidents/errors, contributing to continuous process improvement initiatives.
* **Team Management and Transition Leadership:**
  + Managed a significant transition project involving 10 FTEs, demonstrating leadership and team management skills. Contributed to a smooth transition process and team development. Also, Cross-trained multiple resources and responsible to overlook their daily BAUs.

## ****Education****

* **B.COM.,** Delhi University, 2014
* **Certificate in Computer Basic Course,** 2011
* **Senior Secondary,** C.B.S.E.,2008
* **High School,** C.B.S.E.2010

## ****Skills****

* MS Office and Internet Operations
* Excellent Inter-personal and teamwork skills
* Business communication and effective listening skills
* Decision-making, Client & Customer Management
* Management, Team Handling & Trainings, Quality

## ****Training Programmes****

* Integrity - Integrity Trained
* OTC /AR- Trained in Order to Cash & Account Receivable
* Data Privacy - Data Privacy trained

## ****Personal Information****

* **Father’s Name:** Mr Ravi Sharma
* **Marital Status:** Unmarried
* **Languages Known:** English, Hindi & Punjabi
* **Hobbies:** Playing outdoor games, music
* **Nationality:** Indian

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

**Date: -**   
**Nipun Sharma**

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