

# Rajat Agrawal

#8909915412

[rajatagrawalofficial06@gmail.com](mailto:rajatagrawalofficial06@gmail.com)

[linkedin.com/in/rajatagrawalofficial](https://www.linkedin.com/in/rajatagrawalofficial)

HN-2205, P1 Prateek Grand City,  
Pratap Vihar, Ghaziabad.



## CAREER OBJECTIVE:

To blend myself into the corporate environment so that I can effectively apply my skills inculcated during my management study along with my professional knowledge with the aim of benefiting the company I associate with.

## PROFILE SUMMARY:

- An enthusiastic management professional with team player skills.
- A quick learner of new technologies and methodologies.

## PROFESSIONAL EXPERIENCE:



### TECH MAHINDRA (Jan 2024 - Till date)

**About Company:** Tech Mahindra is an Indian multinational information technology services and consulting company.

**Designation:** AR Analyst (Credit Controller)

#### Key Responsibilities:

- Generate and send out accurate invoices to customers based on agreements, contracts, or orders.
- Monitor and process incoming payments from customers via chap's payment, bacs payment, quick payment, or other payment methods.
- Evaluate the creditworthiness of customers before extending credit.
- Monitor overdue accounts and follow up with customers to ensure payments are made within the agreed-upon terms.
- Regularly reconcile customer accounts to ensure that all payments have been properly applied and that there are no discrepancies.
- Address any payment discrepancies or issues (e.g., incorrect amounts, unallocated payments, or payment disputes).
- Generate and maintain AR aging reports to monitor overdue receivables and assist in financial forecasting.
- Provide regular reports on the status of accounts, collections progress, and cash flow projections to management
- Work with customers to resolve billing discrepancies or questions.
- Coordinate with legal or external collection agencies if internal collection efforts fail.
- Ensure all accounts receivable processes comply with company policies, internal controls, and relevant regulations.
- Utilize SAP ERP system to streamline AR functions and ensure accurate record-keeping.



### PRISTYN CARE (March 2020 - November 2022)

Pristyn Care

**About Company:** Pristyn Care is a Gurgaon based healthcare startup, founded in 2018 with a vision to provide patient-centric healthcare services throughout the journey from disease to health. Pristyn Care has an ecosystem of 80+ clinics, 400+ partner hospitals, and 140+ in-house super specialty surgeons for Proctology, Urology, ENT, Gynecology, Vascular, Laser and Laparoscopic surgeries.

**Designation:** Business Development Manager

**Key Responsibilities:**

- Regularly review and adjust the lead distribution process to ensure a balanced workload for all team members.
- Continuously improve the patient experience by seeking feedback and making necessary adjustments.
- Develop a comprehensive training program for team to emphasize the importance of patient satisfaction.
- Use scripts or templates for common interactions to maintain consistency and professionalism.
- Organize daily or weekly team meetings to discuss goals, challenges, and achievements and encourage open communication and idea sharing during these meetings.
- Performing requirements analysis.
- Assign team members specific responsibilities for follow-ups and tracking and managing customer insurance paperwork, surgery timings, and hospitality arrangements.

**Roomi Circle Work India Pvt. Ltd (Roomi App) (January 2019 – March 2020)**

**About Company:** Roomi is the safest, easiest flat mate finder in over 300 cities around the world. Join a verified community of flat mates and find rooms for rent, sublets, spare rooms, and monthly rentals.

**Designation:** Operation Associate

**Key Responsibilities:**

- Creation of prospects and prepare daily log of listings after confirming the demand of people by contacting them personally.
- Mailings through the support desk to the prospects and customers.
- Group Moderation of 163 region on Facebook.
- MY SQL Periscope Tracking.
- QA Testing (Manually)
- Contacting the PG owners, marketing the company and convincing PG owners to create listing on the portal.
- Facebook management for the promotion of the company, Sharing FB group Links to connect with people and application and website link to invite the user to reach on the platform.
- Creation and updating of the Listing so that the potential customers can be contacted.
- Digital marketing for the Clients property so as to highlight them to the prospects
- Responsible for reaching out to potential Movers and Listers and positioning the company as the logistic solution for them (increasing customer registration on the Platform)

**ACADEMIC QUALIFICATION:**

- **Master of Business Administration (MBA)** in **Marketing** and **Operations** as specialization from “**Jaipuria Institute of Management**”.
- **Bachelor of Business Administration (BBA)** in **Management** as specialization from “**GCMT**”.

**SUMMER INTERNSHIP PROJECT:**

**Project Title:** Study of Customer buying behavior & their preference at Aditya Birla Group, Noida

**Company Name:** Aditya Birla Group

**Duration:** 45 Days

**Roles and Responsibilities:**

- Customer Handling
- Handling Billing Counter
- Inventory Management
- Apparel Segmentation
- Improve product appearance at the store

**Synopsis:** The project was to understand the working of the retail stores and study the customer buying behavior of Pantaloons for future planning and strategy formulation. Project also helped to understand Visual Merchandising and the appearance enhancement of Pantaloons store at Garden's Galleria Mall, Noida.

## SKILLS AND PROFICIENCY:

### IT PROFICIENCY

- MS-OFFICE (Spread Sheet, Word, Excel, PowerPoint, Outlook)
- SAP ERP Financial Tool.
- Data Visualization Tool (Power BI, Tableau Public)
- Basic Knowledge of QA Testing (Manually)
- MY SQL Periscope Data
- Basic Knowledge of R Language

### OTHER SKILLS

- Flexible
- Team Player
- Problem-Solving

## CERTIFICATIONS:

- Certification Course on **Business Analytics Program by Rise WPU in collaboration with KPMG.**
- Certification Course on **SCRUM Fundamentals.**
- Certification Course on **Digital marketing by Ree-Ytal.**
- Certification Course on **Microsoft Excel- Excel Formulas and Functions.**
- Certification Course on **Google Sheets by Skillzcafe.**
- Certification Course on **Project Quality Management by GreatLearning.**

## ACCOLADES/ACHIEVEMENTS:

- Attended Management Development Program on “Effectiveness of Team Building & Interpersonal Relations”.
- Attended Workshop on “Finance Statement analysis and decision making”.
- Attended seven days workshop on “Digital Marketing”.
- Attended International Conference on Envisioning India 2.0: Economic Policies, Prospects & Challenges.
- Attended international conference at New Delhi City Center on “Changing Global Economic Scenario”
- Attended workshop on career development and personality grooming organized by AMAR UJALA and Gillette.
- Industrial visit to PARLE –G.
- Industrial visit to Coca-cola.
- Participated in Corporate Summit on ‘Driving Success through talent’ on 4th February 2018 at Hotel Radisson Blu, Kaushambi.
- Coordinator for the following events held in College Advertising Euphoria, Ad Mad Show in Management fest “SPARDHA”.
- Advertising Euphoria, Ad Mad Show in Cultural fest “Mercato - Marketing Haat”.
- Participation in the following events held in college Sports Day, Role play Competition.

## PERSONAL DETAILS:

- Date of Birth: 06/09/1996
- Nationality: Indian

**Rajat Agrawal**