

MANOJ KANCHAN

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S/o: Mr. S. L. Kanchan

Marital Status: Married

Language: Hindi/English

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CAREER OBJECTIVE: An enthusiastic, energetic leader and a self-motivated learner with 13 years of experience in Project Operations Lead, managing financial process & delivering services to Clients. Effective communication with excellent relationship building & interpersonal skills. Seeking to leverage expertise in Finance & operation Management to contribute to the success of a progressive organization.

PROFILE SNAPSHOT: I have started my Working Journey as an Operator (from Jul'10) in Operations Department, after then learn the business modules and gone through the dealings of business in Operations, and after than moved in Finance department and getting knowledge of Accounts Payable & Receivable and learn little bit knowledge of Business finance as well, after than now managing **Data, Reconciliation, Dispute Handling, Follow-up process, Visits & Meetings, Collections, & Data Publishing** for one of our premium client for their **Accounts Receivable** Department in Finance
In Overall experience, I have worked solely or with a team (as an **Executive**), trained to interns and new joiners (as a **Sr. Executive**), and facilitated and help seniors to establish process (as a **Team Lead**) and now assisting Manager to running all process smoothly PAN India (as an **Asst. Manager**) for one of our prime client via Ad-Hoc activities.

ACHIEVEMENTS:

- Oct'2023 - **Promoted** as an **Assistant Manager** in MYND Integrated Solution Pvt. Ltd.
- Jul'2022 - Joined as a **Team Leader** in MYND Integrated Solution Pvt. Ltd.
- Aug'2021 - **Promoted** as a **Facilitator** in APTARA
- Aug'2018 - **Promoted** as a **Team Leader** in APTARA
- Mar'2015 - Joined as an **Sr. Executive cum Quality Assurer** in APTARA
- Jan'2012 - **Promoted** as a **Programmer** in Techbook Int. Pvt. Ltd.
- Dec'2010 - Joined as **Operator cum Pre-Editor** in Techbook Int. Pvt. Ltd.

CHALLENGES ACCEPTED:

- In 2023, handled client service for PAN India for four months in absence of my Manager in MYND Integrated solution
- In 2022, taken responsibility for Kicking-OFF/Set-up process of Reckoning in Hyderabad for one of our client in MYND Integrated solution
- In 2017, handled client service first time under Project Manager
- In 2016, taken responsibility for setting-up New process of PXE in APTARA
- In 2013, taken responsibility for setting-up process in Pune in TECKBOOK Int. Pvt. Ltd.

PROFESSIONAL EXPERTISE:

- **Automation of Reports via self R&D and with help of Technical Team**
- **Consistent Strong Performer**
- **Well versed to Coordinate with Internal as well as external Team**
- **Experienced and well capable to handle team of 20+ Candidates**
- **Good analytical Skills to find out RCA of Disputed cases**
- **Able to Meet with people and try to solve disputes**
- **Support to Internal as well as External Audit**
- **Able to Handle reconciliations of Multiple department (like Bank, Debtor, Creditor & others)**
- **Able to support via multiple ways to Finance Management & Accounting department**
- **Knowledge & Experience to execute process as per Agreements, SOP, KPI & also able to Manage KRA**
- **Experienced Employee to work as COE in department**
- **And, very well capable to handle Clients**

ACADEMIC QUALIFICATION:

- Completed Bachelor degree in Commerce from D.B.R.A.U in 2007, Agra
- XIIth in Commerce from M.D. Jain Intermediate School (U.P. Board) in 2004, Agra
- Xth from St. Andrews Sr. Sec. School (C.B.S.E) in 2002, Agra

PROFESSIONAL QUALIFICATION:

- Completed C.A. foundation exam, after that left that course due to some personal reasons
- Completed **GNIIT** from **NIIT** Institute, Agra in 2010
- Completed **MBA** through distance education from **Shubharti University, Meerut**

PROFESSIONAL EXPERIENCE:

Currently Working:

Asst. Manager – Accounts – MYND Integrated Solution Pvt Ltd (Joined as Team Leader in Jul'2022, after then **promoted as Asst. Manager** in 2023)

✓ **Handling Responsibilities** (For Client: GHV Advanced Care Pvt. Ltd. - **Pristyn Care**):

- Responsible for the **reconciliation of accounts**, & handles both routine and disciplinary personnel issues at their onset and involves management when necessary
- Ensuring **timely collection from Client Customers** (i.e. Hospitals)
- Review of **daily/monthly MIS for client reporting** with details of Hospitals balances
- Building and **set-up SOP** as per the project requirements.
- Have to **manage or confirm regarding TDS data of client customers** and also ask follow-up with them regarding certificate
- Taking care of **daily appointments with Hospitals and align team** to be on time without fail
- **Daily checking of Beat Plan status** as per scheduled and monitor that reconciliation are going as per scheduled or not
- Leading weekly calls with the businesses team on **Collections & Claims** and also connect with customers as well
- **Timely manage calls to Client customers with help of Team for their payment follow-up**
- Functions as a professional mentor for others within the department and meet with Finance & City Team to discuss about to **improve scheduling and reconciliation process** to avoid later discrepancy in future
- Works with the **leadership group in Advisory Operations** with respect to overall department strategy and decision making
- **Daily meets with Team and other departments** for reviewing everyone are on same path
- Keeping Track on daily basis, and coordinate a team to **solve various discrepancies and fill out gaps internally as well as externally to solve customer accounts** or ensuring all things are in place
- Do the needful **meetings on behalf of our Client for solving their disputes** with their clients
- And also perform bi-weekly & Monthly **reporting – Debtors Aging, MIS**
- Handled & Manage **multiple Reconciliation (like Bank, Debtor & others)**
- Streamlined the MIS reporting process, **reducing report generation time by 30%**.
- **Interviewing, Training and mentoring junior analysts** to enhance their data analysis and reporting skills.
- Analyzed **key performance indicators (KPIs)** of team and prepare respective reports for senior management.
- Played a **pivot role in improving the accuracy** and efficiency of collection processes.
- Prepared **monthly and quarterly financial statements** for executive review.
- Supporting and **leading the year-end activities like – Audit**

Past Experience:

Facilitator – APTARA (Get Second Promotion as Facilitator in 2021) from Mar'2015 to Jul'2022

- Assist staff at Internal auditor & reconciliation to perform root cause analysis and elimination of issues at source
- Reconciled discrepancies efficiently and in a timely manner
- Notified seniors of all issues and trends when required
- Resolved account reconciliation issues quickly with effective manner
- Answered client and customer questions regarding accounts and any discrepancies.
- Review and prepare financial reports as per reconciliation
- Works with fund administrators to ensure daily, weekly, and monthly deadlines are met
- Ensures the bank holdings files are loaded daily into the asset reconciliation program
- Managing O2C & RTR process under guidance of senior
- Handled Reconciliation and managing team of Account Receivable department
- Review & Checked data of prepared Debtors dues & prepare aging for collection

- Managed & planned with team to connect & follow-up with them via call, virtual, and mails for settling down the dues

Team Leader – APTARA (Joined as Sr. Executive in 2015, after then promoted as Team Leader in 2018)

✓ **Handling Responsibilities**

- Taking care of daily inflow of invoices and procurement requests
- Monthly performance review with the team on various parameters to ensure individual performance is enhanced
- Weekly meet with Project Mangers & Development departments to discuss about to improve quality and atomization of in-house tools for improving quality & quantity of deliveries TAT
- Conduct performance reviews with clients and team. Obtain and provide necessary feedback to improve individual/process performance and service delivery of the team
- Take care of new projects, and do the needful for channelize it in workflow with the help of development & support team

Executive (Pre-Editor cum Programmer) – TECHBOOK INT PVT LTD from Dec'2010 to Feb'2014

CORE & TECHNICAL QUALIFICATIONS:

- Good written and oral communication skills
- Excellent and focused attention to detail & good time management abilities
- Strong ability to work either independently or as part of the team
- Extensive knowledge of inventory tracking, reconciliation, multiple supported MIS and other methods of resolving account discrepancies
- Knowledge of Windows OS and work effectively on any versions (i.e. XP,..., Windows 11) & able to surf on Internet
- Well versed with MS Office ver. 2010/2016 (i.e. Word, Excel, PowerPoint, Outlook)

STRENGTHS:

- Active habits and ability to get along well with colleagues and superiors, **hardworking, quick learner, self-confident & extrovert** in nature
- Always ready to learn some new ways which make my work easier, for self-growth as well as beneficial for organization
- Positively taken all feedbacks and try to incorporate needful changes to avoid such errors in future
- Have capability to analysis RCA and strength to take decision in complex situation with support of seniors

DECLARATION

I hereby declare that above information submitted by me is correct and thoughtful to the best of my knowledge, anything found incorrect will be a decision at your description.

Date:

Place: Gurugram

Manoj Kanchan