Divya Kannan

DK

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# PROFESSIONAL

**SUMMARY**

Knowledgeable about processing payments and handling customer queries. Team-oriented, dependable and performance-driven.

Highly skilled in training and leadership of team members to accurately process payments using checks and cash. Detailed manager of accounting processes with clarity and deliberation despite heavy workloads.

Detail-oriented worker with reliability.

Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level Audit Consultant position. Ready to help team achieve company goals.

# SKILLS

Active Listening Staff Training

Process Optimization Coordination

Forecasting and Planning Learning Strategies

Evaluating Open Accounts Process Improvement

Data Entry and Management Payments Posting

Customer Service Support Active Learning

# WORK HISTORY

**BUSINESS ANALYST**

**Natwest | Chennai**

*06/2013 to 11/2021*

Prepared and mailed invoices to customers, processed payments, and documented account updates.

Utilized Microsoft Excel and Oracle software to manage invoices and payments.

Managed and responded to correspondence and inquiries from customers and vendors.

Monitored accounts to verify compliance with payment terms and schedules.

Researched errors and discrepancies to initiate corrective action. Analyzed customer financial records to determine appropriate payment plan.

Worked with Cash Management Services(CMS) over a period of 3 years- Processed Cheque book request, Balance Confirmation request, Stop payment request,

Account Closure request, Cheque printing, CTS cheque updation. Processed Internal transfers request within Natwest, NEFT,RTGS payment request.

Worked with clearing operations,processing inward and outward cheques.

Worked under Corporate & Private Banking unit - Issuing Audit

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| --- | --- |
|  | confirmation letters to the Auditors of the Customers confirming the Loans, Facilities, Securities and Business Guarantees.Streamlined bookkeeping procedures to increase efficiency and productivity.Implemented new accounting processes to decrease spending and work flow downtime.Maintained account accuracy by reviewing and reconciling checks monthly. |
| **EDUCATION** | **MBA** | Finance**SRM UNIVERSITY, Chennai** | *05/2013* |
|  | **Bachelor of Commerce** | Economics , Business And Finance | *05/2011* |
|  | **MEENAKSHI COLLEGE FOR WOMEN, Chennai** |  |
| **ADDITIONAL** | Internship: |  |

# INFORMATION

2012: Did internship with BHARAT HEAVY ELECTRICALS LIMITED ( BHEL)

on the topic "Analysis of financial statements" for a period of 2 months 2013: Did internship with JOHNSON & JOHNSON PVT LTD on the topic “Secondary freight software implementation” for a period of 3 months.

DFAA (Diploma in Finance & Accounts) from NIIT, Chennai National IT Aptitude Test –1 st Class ,NIIT ,Chennai

Completed 100 hours of SAP business one-functional consultant course from Mukesh info serve in SRM university.

Tally ERP 9 from NIIT, Chennai

Currently learning basic (level C) Swedish language at SFI.

# LANGUAGES

**Tamil**: Native language

**English**: Advanced

C1 **Swedish**: A1

Beginner