



RESUME

VANESSA SALDANHA

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Summary

A self-driven and motivated professional with a proven track record of accurate bookkeeping and excellent relationship with clients, vendors and management. In depth knowledge of accounting requirements including VAT with high commitment to timely delivery of tasks and reports with high degree of efficiency.

Professional Experience

Billing Controller April 2014 – Nov 2019
MEED Media FZ LLC
Dubai, UAE

Roles & Responsibilities:-

Billing & Information Analysis:

- Managed **USD 2 Million monthly billing** with strategic Billing Performance measurement indicators such as Net Collection Ratio, Receivable aging etc.
- Ensured contract compliance for invoicing and payments and maintaining a master for all new and existing clients.
- **Negotiated payment terms** including early payment discounts (upon manager approval) with client's Procurement/ Finance Department.
- Disseminated information and/or status on credit holds to internal stakeholders.
- Assisting the manager in monthly Days Sales Outstanding (DSO) calculation and commission by providing various reports across all products segments.
- Monthly reconciliations of A/R Ledger Accounts including client payment transaction accuracy.
- Reconciling monthly closed deals with the actual revenue generated and reporting any discrepancies to the AR manager.
- Perform Monthly reconciliations of Bank statements and **Value Added Tax (VAT)** filings.
- Compiling all unbilled orders and escalating the same to the Sales team and management to ensure invoices are generated on time.

Credit Control & Administration:

Timely follow-up with debtors to ensure recovery of receivables, both current as well as overdue.

- Provide necessary MIS documentation to the management for Credit notes, Bad Debt Write off, Refunds and Credit Card Reconciliation.
- Ensuring that end to end data maintained in the system is accurate by periodic review, reconciliation and modification.
- Providing required information on current SOP/ Credit Control Process and Participate and support user acceptance testing of new system.
- Manage, co-ordinate the **communication of specialised reports** such as Statement of Accounts, Dunning Letters and Receipts upon client request.
- Responsible for collecting VAT numbers and **ensuring the data** is matching FTA and **is properly updated** in the Accounting ERP.
- Filling the Vendor Registration forms for the clients to expedite payment process.
- Generating and mailing invoices based on the closed sales across all product lines across the organization on a daily basis.
- Liaising with client teams to resolve all billing, invoicing and payment related queries and issues.

Customer Service Executive
MEED Media FZ LLC
Dubai, UAE

July, 2011 – March, 2014

Roles & Responsibilities:-

- Maintaining Customer focus at all times and resolving customer queries within the TAT of 48 hours.
- **Activating client accounts** and provide training on daily basis after receipt of payments.
- Maintaining the stock of the magazines (library) for resolving customer queries and coordinating with the distributors across various operating regions for the timely distribution of the weekly magazines to the clients.
- **Maintaining and updating the database** of clients so that the management can have a complete dashboard information on its clients.
- Monitoring the use of the product by the customers and providing usage report to the line management to facilitate up gradation or offering of suitable packages to the customer.
- Passing on the enquiries from inbound calls/ Emails to the concerned department and make sure that the clients are satisfied with the proposed solutions.
- Creating invoices and liaising with the customer for payment.
- Telesales for Lapsed Subscriptions.

**Branch Coordinator
ANGEL BROKING LTD.,
Mumbai, INDIA**

July, 2008 – Feb., 2011

Roles & Responsibilities:-

- Assisting the clients by briefing about the company and the services provided.
- Fulfilling daily operational activities such as account opening, filling up of various investment forms for clients, Account closure and Payments
- **Advising the clients** on monthly basis in regards to their investments and churning of funds
- Provide the Branch manager daily reports through daily collections statement and the MIS on clients transactions for analysis and reporting to the management
- Liaising between the Head office and the Sub- brokers/ direct clients for operational activities
- **Handling staff training** for legal certifications with the authorized government bodies

Education

- Bachelors in Commerce (Accounting & Finance) - Mumbai University - March 2008
- H.S.C – Mumbai University - February 2005
- S.S.C - Mumbai university – March 2003

Trainings Attended and Certifications Achieved

- **VAT Certified professional**
- NCFM : Capital market – Dealers Module
- CDSL : Certification in Central Depository Services (India) LTD
- Finance Force and Salesforce
- Oracle and CDS

Computer Literacy

- Computer Skills : Microsoft (Word, Excel, PowerPoint, SharePoint)
- ERP Systems: Finance Force, Sales Force, Oracle, CDS (Advantage), Faststats, Websubs and Maximizer

Personal Information

- Date of birth : 01st February 1988
- Sex : Female
- Marital Status : Married
- Nationality : Indian
- Visa status : Valid Residence Permit in Bahrain
- Driving License : Holding a GCC Driving License
- Languages known : English, Hindi, Konkani, Marathi
- Hobbies : Sports, Reading, Cooking, Music, Travelling

References

Available upon request