

# RAVI JAIN

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## Analyst – Contract & Invoice Operations

Accounts Receivable and Finance Operations professional with 4+ years of experience supporting invoicing, billing, Order-to-Cash (O2C), revenue accounting, and financial reporting across global organizations. Experienced in managing end-to-end receivables processes, revenue accruals, customer billing, month-end close activities, and stakeholder coordination while ensuring accuracy, compliance, and timely financial operations. Throughout my career, I have supported finance teams in improving billing accuracy, maintaining healthy receivables, strengthening revenue accounting processes, and delivering timely financial reporting. I have also contributed to Order-to-Cash process implementations, reporting automation, and operational improvements using SAP, Salesforce, Power BI, and ERP platforms. I thrive in collaborative finance environments where accurate financial operations, process efficiency, and continuous improvement contribute to stronger business performance.

## CORE COMPETENCIES

- Accounts Receivable (AR) Management
- Order-to-Cash (O2C) Operations
- Customer Collections & Cash Application
- Month-End Close & Reconciliations
- ERP & Salesforce Operations
- Invoicing & Billing Management
- Revenue Accounting & Accruals
- Financial Reporting & MIS
- Process Improvement & Automation
- Stakeholder Management

## WORK EXPERIENCE

### Analyst – Contract & Invoice Operations

#### Diageo Business Services | June 2025 – Present

- Managed end-to-end Accounts Receivable, invoicing, and billing operations across 5 global regions, ensuring timely invoice processing, billing accuracy, and seamless Order-to-Cash (O2C) execution.
- Took ownership of additional regional portfolios within three months of joining, independently managing invoicing, billing, and receivables operations with minimal supervision.
- Played a key role in establishing the complete Order-to-Cash process for new business operations, contributing to system implementation, process setup, testing, and successful transition into live operations.
- Supported monthly revenue accounting for Time & Material (T&M), FTE-based, and usage-based contracts by maintaining revenue schedules, processing accruals, and ensuring accurate invoicing and financial reporting.
- Resolved billing discrepancies, reconciled customer accounts, processed customer payments, and supported collections activities to improve billing accuracy, maintain healthy receivables, and support timely cash realization.
- Produced MIS and receivables reports that provided visibility into billing, collections, and outstanding balances while supporting audits, financial controls, and continuous improvements across Accounts Receivable operations.

### Finance Executive

#### Course5 Intelligence Ltd | August 2022 – May 2025

- Managed end-to-end invoicing, billing, revenue accruals, advances, and unbilled revenue processes across 3 business units/projects, ensuring accurate financial records and timely month-end close activities.
- Prepared revenue-related journal entries, reconciled revenue accounts, and supported monthly revenue recognition for Time & Material (T&M), FTE-based, and project-based engagements.
- Partnered with business teams and clients to validate revenue, resolve billing and accrual-related issues, obtain timely approvals, and support smooth month-end revenue close.
- Maintained billing, accrual, and revenue data in Salesforce while supporting the processing of 500+ invoices per month and improving revenue visibility through accurate financial reporting.
- Ensured Purchase Orders (POs), Statements of Work (SOWs), and supporting documentation were in place for ongoing projects while developing and updating SOPs to strengthen invoicing processes and financial compliance.
- Contributed to process improvement initiatives by automating reporting workflows, developing Power BI dashboards, and reducing manual reporting effort by approximately 5-8%.

## Finance Executive

Net Connect Global | January 2022 – August 2022

- Managed customer invoicing and billing activities for multiple clients, ensuring timely invoice submission through client portals while maintaining accuracy and compliance with established processes.
- Independently managed invoicing and finance operations shortly after completing knowledge transition, ensuring continuity of billing activities and adherence to established processes.
- Resolved billing queries by working closely with clients and internal stakeholders, ensuring timely issue resolution and uninterrupted invoicing activities.
- Reviewed financial records, reconciled accruals, and supported financial reporting activities to maintain the accuracy and integrity of finance data.
- Followed established SOPs and approval workflows while identifying process deviations and supporting corrective actions to strengthen financial controls.
- Contributed to the development and standardization of Accounts Receivable and Accounts Payable procedures, supporting process documentation, annual budgeting activities, and continuous process improvements through system and process training.

## EDUCATION

- **Post Graduate Program in Operations Management** | 2023  
Welingkar Institute of Management Studies | **73%**
- **Bachelor of Commerce (B.Com.) – Financial Accounting & Auditing** | 2017  
University of Mumbai | **CGPA: 7.0**

## TECHNICAL SKILLS

- **ERP & Finance Systems:** SAP, ERP Platforms
- **CRM:** Salesforce
- **Reporting & Analytics:** Power BI, Microsoft Excel (Advanced)
- **Finance Operations:** Accounts Receivable, Invoicing, Billing, Order-to-Cash (O2C), Revenue Accounting, Revenue Accruals
- **Productivity Tools:** Microsoft Office Suite