

# MOHAMMAD MUJAHID

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## PROFILE SUMMARY

Finance Operations professional with 2 years of experience in Accounts Receivable and Order to Cash (O2C) operations supporting US clients. Strong expertise in AR aging, customer query resolution, collections support, cash application, reconciliations, and dispute handling in SLA- and audit-driven environments. Proven ability to improve efficiency and accuracy through automation initiatives, with exposure to SAP S/4HANA and advanced Excel. Known for strong ownership, sense of urgency, and customer-focused execution

## CORE SKILLS

Accounts Receivable & O2C: AR Aging, Collections Support, Cash Application (Checks, ACH, Wires, EFT), Reconciliations, Dunning, Dispute & Exception Handling (NSF, Short Payments, Stop Payments)  
Finance Operations: Month-End Close Support, Audit & SLA Compliance, Customer Queries, Demand Letters, Refunds & Adjustments  
Tools & Automation: SAP S/4HANA (Exposure), Advanced MS Excel (Macros), Power Automate, Finance Systems

## PROFESSIONAL EXPERIENCE

### Accenture – Order to Cash Operations Analyst

Oct 2024 – Present | Bengaluru, India

- Process and apply 100–150+ daily customer payments (Checks, ACH, Wires, EFT) with accurate remittance matching, GL coding, and strict SLA adherence.
- Perform cash application, customer account reconciliations, and unapplied cash clearance to maintain clean AR balances.
- Manage AR aging and collections support across 30+ US divisions, including customer follow-ups and dunning activities.
- Resolve complex payment discrepancies including NSF/returned checks, short and overpayments, and stop payments through root-cause analysis.
- Handle 500+ internal and external customer queries monthly, ensuring timely resolution, accuracy, and customer satisfaction.
- Support month-end close processes with reconciliations, aging reports, and audit-ready documentation.
- Design and implement Excel- and AI-driven automation solutions, reducing rework by 40% and delivering 480+ hours of annual productivity savings.
- Process refunds, credit adjustments, and master data updates in compliance with internal controls and approval frameworks.
- Received client appreciation and internal recognition for process improvement and automation initiatives.

## **K S Ramkumar & Rao – Accounts & Taxation Intern**

2024 | Bengaluru, India

- Filed GST and ITR returns for multiple clients, ensuring statutory compliance. And control.
- Assisted in audits, stock verification, and accounting reviews for corporate clients.
- Gained hands-on experience with Tally Prime and Compu Office in accounting and taxation processes.

### **EDUCATION**

Bachelor of Commerce (B. Com) –

Bangalore University, Bengaluru | 2024 | CGPA: 8.9

Pre-University Course (PUC) –

Bangalore University, Bengaluru | 2021 | CGPA: 9.4

Institute of Cost Accountants of India (ICMAI) –

Bangalore Chapter | New Delhi | (2025-Present)

### **TOOLS & SYSTEMS**

SAP S/4 Hana (Exposure), Tally Prime, Zoho Books, QuickBooks, Advanced MS Excel (Macros & Automation), TANDEM, VersaPay, US Bank Portals, MS Dynamics, Quadriant Impress, Compu Office, Power Automate, Power Apps, IBM C-Mod, AI Agents (Exposure)

### **CERTIFICATIONS**

O2C – Finance Expert | SAP S/4HANA (Finance – OTC) | Advanced MS Excel

Agentic AI (Stanford) | Payments Control Mastery | Foxtrot Practitioner

Tally Prime | GST & ITR E-Filing

Elite IS Advocate | Gallup Strengths-Aperian | RPA Automation Award