



SATYANANADHA

CONTACT



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No 17 Jalan Puisi U2/27Taman
TTDI Jaya Shah Alam , 40150,
Selangor

EDUCATION

BACHELOR DEGREE IN ASSOCIATION OF INTERNATIONAL ACCOUNTS

Accounts and Law College
2013 - 2014

DIPLOMA IN BUSINESS STUDIES

Stamford College
2009 - 2012

SIJIL PELAJARAN MALAYSIA

Sekolah Menengah Kebangsaan TTDI Jaya
2008 - 2009

LANGUAGE SKILLS

English



Malay



CAREER OBJECTIVE

- To learn towards many profession and experience in any field and environments especially to enhance pro. efficiency and effectiveness in my career development. I would be making the best use of my analytical and logical reasoning skills, which would be required to perform the job efficiently. With hard work and sincerity, I would also like to learn, to manage various departments.
- Versatile and adaptable professional with a diverse background across multiple industries, seeking a challenging opportunity to leverage my wide-ranging skill set and experiences. Committed to contributing positively to an organization's success by bringing a unique perspective and a track record of achieving results in various roles.

WORK EXPERIENCE

Name of Company : Medinics (M) Sdn Bhd, Bukit Jelutong, Shah Alam

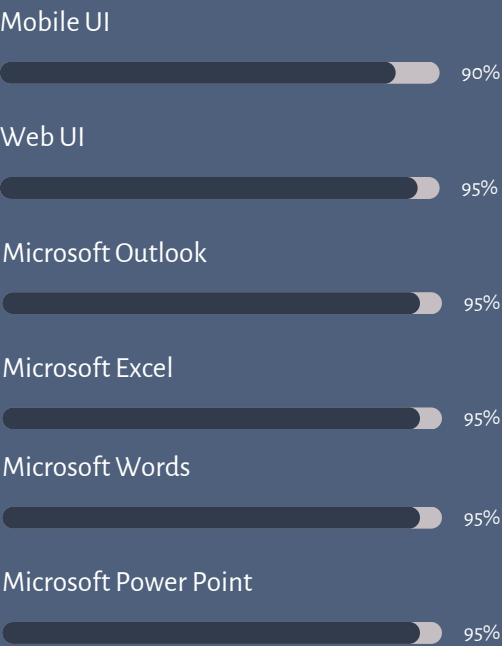
Position : Admin & Accounts Executive

Duration : January 2024 - Present

Job Description :

- Developed and monitored the credit control system in collaboration with the sales, marketing, finance, and executive teams.
- Negotiated payment plans with customers and established loan terms and conditions.
- Created policies that aligned with customer service best practices while ensuring timely payment collections.
- Handled HR-related tasks including salary processing and general human resource duties.
- Conducted monthly reconciliation of debtor ledger accounts.
- Collaborated with legal attorneys to define appropriate debt repayment terms and conditions.
- Prepared and sent account statements to clients monthly, updating records when needed.
- Initiated legal action against debtors who refused or avoided repayment as per agreed terms.
- Processed irrecoverable debts, such as bankruptcy cases, for write-off and archival.
- Created delivery orders (DO) and invoices for clients.
- Performed regular stock counts and inventory checks.

TECHNICAL SKILLS



PERSONAL SKILLS

- Proven experience in credit control, debt management, or a similar role, preferably in the healthcare industry.
- Strong communication and interpersonal skills, with the ability to interact effectively with patients and colleagues.
- Excellent organizational and time management abilities, with a keen attention to detail.
- Proficiency in using computer systems and software for credit assessment, documentation processing, and data management.
- Ability to work independently and collaboratively in a fast-paced environment, prioritizing tasks effectively to meet deadlines.
- Strong analytical skills with the ability to assess credit risks and make informed decisions.
- Excellent negotiation, communication, and interpersonal skills, with a customer-centric approach.
- Proficiency in financial software and tools for credit assessment, debt collection, and invoice processing.

WORK EXPERIENCE

Name of Company : Pahang Pharmacy Sdn Bhd

Position : Credit Control Executive

Duration : February 2021 - January 2024

Job Description :

- Effectively manage outstanding debts and monitor customer accounts to ensure timely payments and minimize bad debt risks.
- Verify and check orders received from customers to ensure accuracy and compliance with company policies.
- Liaise with medical representatives to address any credit-related issues and ensure smooth processing of orders.
- Make informed decisions regarding credit limits, write-offs, bad debt provisions, and the establishment of payment plans.
- Conduct checks on CTOS (Credit Tip-Off Service) upon opening new accounts to assess creditworthiness and mitigate credit risks.
- Develop and implement credit policies and procedures in accordance with company guidelines and regulatory requirements.
- Ensure customers adhere to payment terms and submit payments promptly to maintain positive cash flow.
- Efficiently manage the sales ledger, including accurate record-keeping and reconciliation of accounts.
- Develop, review, and implement credit policies and procedures to enhance credit control measures and ensure compliance with regulatory requirements.
- Monitor customer payment schedules and follow up as necessary to ensure timely payment submission and minimize delinquencies.
- Responsible for overseeing debt collection efforts and monitoring customer accounts to ensure timely payments and minimize outstanding debts.
- Make informed decisions regarding write-offs, bad debt provisions, and the establishment of payment plans, balancing risk management with customer relationships.
- Conduct CTOS checks when opening new accounts to assess creditworthiness and mitigate credit risks effectively.

Name of Company : Tricomax Marketing Sdn Bhd

Position : Credit Control Executive

Duration : September 2020 - December 2021

Job Description :

- Evaluate new credit requests and conduct credit checks to assess client creditworthiness and minimize credit risks.
- Manage and collect debts from company debtors, following up on overdue accounts and implementing debt recovery strategies.
- Set up the terms of credit for new clients, negotiating payment terms and credit limits in accordance with company policies.
- Negotiate payment plans with clients experiencing financial difficulties, striving to achieve mutually beneficial agreements.
- Manage the collection of all payments and debts, reconciling accounts and ensuring accurate records of financial transactions.
- Respond to client inquiries regarding account balances, payment terms, and invoice discrepancies in a timely and professional manner.

PERSONAL SKILLS

- Attention to detail, accuracy, and time management skills, with the ability to prioritize tasks and meet deadlines effectively.
- Knowledge of relevant regulations and compliance standards related to credit management and debt collection.

REFERENCES

Mr Nasiruddin
Credit Control Executive UM Specialist
Centre
Phone: +60378414127 / 4129

Ms Chok
Human Resources Manager Tricomax
Marketing Sdn Bhd
Phone: +60189026568

WORK EXPERIENCE

- Process invoices accurately and efficiently, ensuring compliance with company policies and regulatory requirements.
- Collaborate with sales, finance, and legal teams to resolve credit-related issues and optimize credit control processes.
- Assess the creditworthiness of new clients by conducting thorough credit checks and analyzing financial data to determine credit risks.
- Manage the collection of outstanding debts from company debtors, including following up on overdue accounts, sending reminders, and implementing debt recovery strategies.
- Set up the terms of credit for new clients, negotiating credit limits, payment terms, and other conditions to ensure compliance with company policies and minimize credit risks.
- Negotiate payment plans with clients experiencing financial difficulties, aiming to reach mutually agreeable solutions and facilitate timely debt repayment.
- Oversee the collection of all payments and debts, reconciling accounts, tracking payment statuses, and ensuring accurate records of financial transactions.

Name of Company : UM Specialist Centre
Position : Credit Control Executive
Duration : September 2017 - February 2020
Job Description :

- Contact customers, including patients, via telephone and email to collect outstanding payments promptly and efficiently, utilizing one-time payment arrangements where necessary.
- Access credit records and perform assessments to evaluate customer credit histories, identify potential risks, and determine appropriate credit limits and payment terms.
- Communicate with patients via telephone and email to facilitate the collection process, address payment inquiries, and expedite the resolution of outstanding balances.
- Assist with the processing of other documentation as required, including but not limited to invoice generation, payment processing, and updating patient records in the system.
- Contact customers, including patients, via telephone and email to collect outstanding payments promptly, utilizing one-time payment arrangements when necessary to expedite the process.
- Access credit records and conduct assessments to evaluate customer credit histories, identify potential risks, and determine suitable credit limits and payment terms.
- Communicate with patients via telephone and email to facilitate collections, address payment inquiries, and ensure prompt resolution of outstanding balances while maintaining a professional and courteous demeanor.
- Assist in processing various documentation as required, including invoice generation, payment processing, and updating patient records in the system to ensure accuracy and compliance with established procedures.

WORK EXPERIENCE

Name of Company : Subang Jaya Medical Centre

Position : Emergency Room Administrative

Duration : April 2014 - April 2016

Job Description :

- Prepare admissions for incoming patients to the emergency room department, ensuring all necessary paperwork and documentation are completed accurately and efficiently.
- Answer queries from doctors, patients, and nurses regarding patient admissions, medical records, and other administrative matters, providing prompt and accurate information to ensure smooth communication and coordination.
- Update patient health records, including admission and insurance processes, ensuring all information is recorded accurately and in compliance with relevant regulations and protocols.
- Complete timely and accurate documentation of patients' visits, including recording medical history, treatment plans, and other relevant information, maintaining confidentiality and data integrity at all times.
- Perform general office duties, including answering multi-line phones, routing calls to appropriate personnel, managing mail, filing paperwork, and providing administrative support as needed to ensure the smooth operation of the emergency room department.
- Update patient health records, including admission and insurance processes, to ensure all information is current, accurate, and compliant with relevant regulations and policies.
- Perform general office duties as needed, including answering multi-line phones, routing calls to appropriate personnel, managing mail, filing paperwork, and providing administrative support to ensure the smooth operation of the emergency room department.

Name of Company : DB Schenker Logistic

Position : Customer Service

Duration : October 2013 / March 2014

Job Description :

- Credit Evaluation: Evaluate new credit requests and conduct client credit checks to assess creditworthiness and minimize credit risks.
- Debt Management: Manage and collect debts from company debtors, implementing effective debt collection strategies to ensure timely payment submission.
- Credit Terms Setup: Set up the terms of credit for new clients, negotiating payment terms and credit limits to align with company policies and client needs.
- Payment Plan Negotiation: Negotiate payment plans with clients, facilitating mutually beneficial agreements to address financial challenges and ensure debt repayment.
- Payment and Debt Collection: Manage the collection of all payments and debts, reconciling accounts and tracking payment statuses to ensure accurate and timely payment processing.
- Client Inquiry Response: Respond to client inquiries promptly and professionally, providing assistance and resolving issues to maintain client satisfaction.
- Invoice Processing: Process invoices accurately and efficiently, verifying invoice details and ensuring compliance with company policies and procedures.