

# NIKHIL VB

## Senior Associate | Payment Automation

Dubai | Uae | 06-26-1997 | Indian | +971544625258 | <mailto:nikhil.jobs173@gmail.com> | <https://www.linkedin.com/in/nikhilvb173>

Experienced Senior Associate in Payment Automation with extensive knowledge and skills in streamlining payment processes and increasing efficiency. Proven track record of successfully implementing automation solutions to optimize financial operations. Strong analytical abilities and exceptional attention to detail ensure accurate reporting and compliance with industry regulations. A team player, adept at collaborating with cross-functional teams to achieve business objectives.

### EXPERIENCE

**Guidehouse Technopark**, Trivandrum, Kerala

12/2019 - 05/2025

#### Senior Associate in Payment Automation

- Managing daily client tasks and addressing issues promptly to ensure client satisfaction.
- Ensuring that account managers and team members follow established routines and operating procedures.
- Identifying, evaluating, and reporting client issues, and facilitating effective troubleshooting and resolution.
- Enhancing efficiency and accuracy in payment processes through automation.
- Assisting in the implementation of client checklists, workflows, and communication strategies to streamline payment processes.
- Collaborating with cross-functional teams to improve payment automation solutions.
- Ensuring that quality metrics are consistently met and that services are delivered within the agreed turn around times.
- Maintaining documentation and reports related to payment automation processes.

**Marikar Honda Statue**, Trivandrum, Kerala

01/2018 - 12/2019

#### Sales Executive

- Interacting with potential customers to understand their needs and preferences.
- Conducting product demonstrations and test rides to showcase features and benefits.
- Providing after-sales support, addressing customer concerns, and ensuring satisfaction.
- Striving to meet or exceed individual and team sales goals.
- Building and maintaining strong relationships with new and existing customers.
- Preparing necessary paper work for vehicle purchases, including sales agreements and financing options.
- Staying informed about market trends, competitor offerings, and industry developments.
- Providing after-sales support, addressing customer concerns, and ensuring satisfaction.

### EDUCATION

**Rabindranath Tagore University**, Madhya Pradesh

01/2020 - 12/2023

#### Bachelor of Arts in English

**MVHSS**, Trivandrum, Kerala

01/2013 - 12/2015

#### HSE - Science

**Model Public School**, Trivandrum, Kerala

01/2013 - 12/2013

#### SSLC

### SKILLS

- Accounts payable (AP) Automation
- Accounts receivable (AR) Automation
- Payment Automation
- Invoice processing
- Reconciliation Automation
- Digital payments
- Electronic Funds Transfer

- **ACH wire Transfers**
- **Cash Flow Optimization**
- **ERP integration**

**CERTIFICATIONS:** Diploma in CRM Domestic Non voice: NSDC Govt. of India,  
Advanced Excel: NSDC govt of India

## **EXPERT**

Payment automation includes accounts payable (AP) automation, accounts receivable (AR) automation, invoice processing, reconciliation automation, digital payments, electronic funds transfer (EFT)