

Lavina Smith

Credit Control & Receivable Analyst | General Accountant

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Appraisal

- Over 19 years of experience in the UAE's Insurance Industry.
- Capable of handling work independently.
- Robust accounting experience coupled with good interpersonal & analytical skills.
- Team player with strong quantitative & conceptual abilities.
- My current assignment in AIG has given me an in-depth understanding of the insurance industry refining my communication, and expertise in managing accounts receivables, ensuring timely collections, minimizing credit risks, bank and broker account reconciliation and maintaining strong client relationships & multi-tasking skills.

PROFESSIONAL EXPERIENCE

May 2005 –February 2025 – American Home Assurance Company (AIG)



Credit Control & Receivable Analyst
Senior Receivables Analyst

April 2023 –February 2025
July 2011 - March 2023

Responsibilities:

- Monitoring and analyzing of the receivable portfolio to ensure timely collections- chasing up producers/ clients for the premiums due, identify issues and resolve disputes to ensure smooth collections & payment of invoices in full.
- Reconcile customer accounts and address discrepancies on the invoices in coordination with the invoicing team to resolve issues in a timely manner.
- Enhance cash flow by diligently sending appropriate reminders, as well as the notice of cancellation (NOC), to brokers and clients who do not fulfill their payment obligations within the stipulated timeframe.
- Ability to apply pressure tactfully on clients/brokers to collect premiums and maintain strong client relationship.
- Minimization of bad debt exposure- maintain FAS 5 (bad debt reserves) on quarterly basis and ensure provisions are maintained within the agreed goals and objectives.
- Prepare and attend weekly meetings with the team leader/manager ensuring detailed updates on items over 3 months old and all codes and comments for these items are updated on a weekly basis on global reporting live ledger system.
- Conducting aging analysis & collaborate with business teams on a monthly basis with an aim of maintaining receivables under control and highlight complex accounts with payment issues to have them resolved efficiently.
- Support month-end closing processes by ensuring all the payments received into the bank account are accounted and allocated appropriately.
- Ensure compliance and control are maintained across collections portfolio.
- Manage and resolve client/Broker queries, ensuring issues are addressed promptly and maintain client satisfaction and performing other duties required within the team.
- Manage cash application and unallocated cash is applied on time, ensuring that unallocated cash is reduced on a month-by-month basis.
- Project Management & Expertise on Business process, including interaction with BPO (SS) and sharing the knowledge and guiding them with the process and ensuring all SOP's are up to date.
- Reconcile the bank accounts, resolving discrepancies promptly and ensuring alignment.

Additional tasks:

- Contributed significantly to the effective deployment of the new "Navins" cloud based system, aiding in smooth data migration through the preparation of reconciliation, providing inputs to the implementation team to enhance reports & also coming up with ideas whenever roadblock was encountered.

- Supported the documentation of processes and provided training to the BPO/Shared services team to ensure efficient coordination and complete execution of receivable tasks throughout the system implementation.

**Accountant (Technical Accounting & General Accounting)
Reporting to Finance Controller Arabian Hub**

May 2005 to January 2011

Responsibilities:

- Ensure monthly closing of accounts which include.
 - Coordination with the branches and other departments for month closing activities.
 - Managed monthly reconciliations of bank accounts and other balance sheet accounts
 - Calculation and recording of technical reserves Journals on a monthly basis.
 - Recording of monthly accruals, prepayments.
 - Calculation and recording of various taxes (Income Tax / With Holding Tax and other premiums taxes)
 - Review and authorization of payments processed by payable department, including posting of payment vouchers daily and ensuring that the vouchers are backed up with proper supporting invoices and the expenses are booked in the correct account heads.
 - Preparation and submission of various reports to the Regional office and Home office.
 - Maintaining of fixed asset register and calculation of monthly depreciation.
- Follow the principles of SOX to establish internal controls and procedures and ensure their effectiveness in order to reduce possibilities of corporate fraud.
- Preparation & submission of quarterly statutory reports as per regulatory requirements.

**M/s Olvin H Rodrigues, Chartered Accountant, Mangalore.
Accountant**

July 2000 – November 2004

Responsibilities:

- Independently handled accounts & conducted audits of Proprietary, Partnership Concerns and religious institutions using Computerized Accounting software such as Tally/ Profit -6.5 up to the preparation of Revenue Statements & the Balance Sheet/ Handling of Tax assessment of Corporates and Individuals.
- Supervision of Audits & transactions by subordinates/

EDUCATIONAL QUALIFICATION

- Bachelor of Business Management (BBM) from Mangalore University (2000), India.
Major Subjects: Advanced Accounting, Cost Accounting, Financial Management, Marketing Management, Income Tax.

KEY SKILLS

- Accounts receivable management.
- Reconciliation and ledger maintenance.
- Ageing report Analysis.
- ORACLE based Accounting Package (Premia).
- MS Office (MS Excel, MS Word, MS PowerPoint, MS Outlook).
- Navins -cloud base software

Place: Dubai

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