

**AMUDHA**

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**Profile**

I am seeking a challenging position with a Company that is rapidly expanding and offers good advancement potential. I have the determination to attain zenith in every horizon of my career.

**Profile Overview**

4 Years Professional experience as Accountant and Admin Executive 2 years Experience in customer care.In-depth experience in the entire customer care related activities. An independent worker with a reputation as a resourceful problem-solver who uses her initiative and organizational skills to get the job done. Involving responsibility and working with others as a team member to achieve advancement and growth of the company.

**Work Experience**

**(1st October 2012 - 31st October 2016**

**Accountant and Admin Executive**

**Vishnu Cars (Maruti Suzuki)**

**Job Responsibilities**

* Maintain the general ledger, financial records and inter-company accounting.
* Perform period close activities in line with company policies and procedures
* Preparation of various management reporting packs produce error-free accounting reports
* Verify post and reconcile transactions
* Recording & amp; analysis of revenues and expenses
* Liaise with external auditors at year –end
* Handling inbound & outbound calls to communicate with client by their requirements
* Explaining the new availability and specification with client via emails and telephone conversation
* Take care of the entire office procurement which is required for the monthly basis.

**01st July 2010 – 31st September 2012**

**Customer Care Executive**

**BSA Info media**

**Job Responsibility**

* Manage large amount of Incoming calls
* Generate Sales leads
* Identify and asses customer needs to achieve satisfaction
* Build sustainable relationships of trust through open and interactive communication
* Meet Personal/customer service team sales targets and call handling quotas.
* Handle complaints; provide appropriate solutions and alternative within the time limits follow upto ensure resolution.
* Keep records of customer interactions, process customer accounts and file documents.
* Follow communication procedure, guidelines and policies.
* Take the extra mile to engage customers.

Education

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| --- | --- | --- | --- |
| **B.S.C** | Madras University | 2010 | 65% |
| **(Computer Science)**  **HSC** | MGR H.S.S | 2005 | 67% |
|  |  |  |  |

Personal Skills

Good verbal and written communication skills, good listener, ability to convince people, willingness to learn, committed to work till satisfaction and will always give my best to whatever I do. Adapt at handing multiple tasks at a time

Technical Skills

Ø Package – PGDCA, Tally Erp9.0

Personal Traits

Ø Can handle Tough situation.

Ø Ability to motivate and excel as a team.

Ø Always willing to learn.

Ø Proactive.

Personal Details

Date of Birth : 24/12/1987

Gender : Female Marital Status : single Nationality : Indian Religion : Hindu

Visa Status : Visit Visa

Valid Visa : 29/01/2017

Languages Known : English, Hindi, Malayalam & Tamil

Declaration

I hereby declare that I am confident of my ability to work in the team as a key player

& the information furnished above is true to the best of my knowledge.