

Lavanya V

B. Com (PA) Graduate

Bangalore
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SUMMARY

- First class graduation in B. Com (Professional Accounting)
- 1+ year of professional experience related to accounting, administration, and resource management
- Ambitious and confident individual, with drive to achieve and excel on given targets.
- Certified in Business Accounting and Taxation with 160+ hrs. of classroom training program.

PROFESSIONAL EXPERIENCE

- Feb 2017 – May 2017 **Quality Controller - Merrill Corporation**
- Responsible for allocating resources within proof reading (PR) cell based on the job type.
 - Deciding priority of the job and type of read required.
 - Ensuring quality consistency with customer standards.
 - Following strict adherence to processes required for quality PR services.
- Nov 2013 – Jun 2014 **Customer relationship officer, Airtel**
- Responsible for managing churn and achieve customer satisfaction for walk-in customers.
 - Ensuring adherence to store process in terms of documentation and systems.
 - Ensuring infrastructure / store upkeep.
 - Execute marketing, branding, and promotion activities.
 - Resolving store-specific issues within specific timelines.
- Sep 2012 – May 2013 **Sales Coordinator, Inphynyt Accumulators India Pvt Ltd**
- Responsible for scheduling interviews
 - Managing employee database, attendance and leave records.
 - Conducting employee orientation regarding joining formalities and organization.
 - Conducting and recording employees exit interviews.
- Oct 2011 – Apr 2012 **Intern, BV & Co., Chartered Accountants, Coimbatore**
- Audit Internship as a part of under-graduation

SKILLS & ABILITIES

- Tools:** Tally (Beginner), Microsoft Excel, Word, PowerPoint.
- Languages:** English, Tamil, Hindi (Basic)
- Hands on experiences in accounting software
 - Good interpersonal communication skill
 - Operations and process improvement, client relationship and customer service management

EDUCATION

- 2009-2012
- Bachelor's degree (Professional Accounting) with **75%** from PSG College of Arts and Science
 - Certification with **distinction** in Diploma in Business accounting application.
 - Scored **73.5%** in Higher Secondary board exam (2007-2009)