

GEETHA B



PERSONAL DETAILS

NO. #93 BENSON TOWN POSTS OFFICE, 560046 BANGALORE

geetaroyal0497@gmail.com, 8197378248

Date of birth: August 3, 2000

Gender: Female

Nationality: INDIA

PROFILE

Dynamic and detail-oriented professional with a strong foundation in accounts and customer service, dedicated to enhancing operational efficiency. Demonstrated ability to analyze complex data and communicate effectively with diverse teams, fostering collaborative environments that lead to improved service delivery.

Enthusiastic and results-driven individual equipped with exceptional interpersonal and communication skills. Proven track record of building lasting relationships with clients, understanding their needs, and providing tailored solutions that drive satisfaction and loyalty.

EDUCATION

B.com

2022 - 2023

Bangalore university, KARNATAKA STATE OPEN UNIVERSITY
80%

MCOM

Jun 2023 - Present

KSOU OPEN UNIVERCITY, BANGALORE

EXPERIENCE

Accounts assistant

Apr 2019 - Dec 2020

MC BALDOTA AND ASSOCIATION

- Assisted in the preparation of financial statements and reports to ensure accuracy and compliance with regulations
- Managed accounts payable and receivable, ensuring timely invoicing and payments from clients
- Maintained organized financial paperwork and documentation for audits and compliance reviews
- Communicated with vendors and clients regarding billing inquiries and account updates
- Executed monthly reconciliations of bank statements and accounting records to ensure accuracy and completeness.
- Assisted in the maintenance of the general ledger by posting journal entries and ensuring proper categorization of transactions.

CUSTOMER SERVICES REPRESENTATIVE

Jun 2020 - Present

I CARS STUDIO, BANGALORE

NTED VEHICLE ATTRIBUTES MODEL OPTIONS AND BENIFITS

- Trained and educated customers on the benefits of various vehicle models, enhancing their purchasing experience.
- Provided exceptional customer support by addressing inquiries and resolving issues related to vehicle attributes and model options.
- Maintained up-to-date knowledge of vehicle inventory and specifications to effectively assist customers with their selections.
- Managed customer records and follow-up communications to ensure a high level of service and customer retention.
- Collaborated with sales and technical teams to ensure seamless communication regarding customer needs and vehicle availability.
- Conducted follow-up communications with customers to ensure satisfaction and address any lingering concerns related to their purchases.
- Assisted in organizing and hosting customer workshops and informational sessions to promote vehicle features and benefits.
- Conducted customer feedback surveys to assess satisfaction levels and identify opportunities for service enhancement.
- Implemented customer service best practices to improve overall customer experience and increase retention rates.

SKILLS

EXCEL MODELING	MULTI TASKING
NEGOTIABLE	CUSTOMER SERVICE
SALES	PROBLEM SOLVING
FINANCIAL STATEMENT ANALYSIS	LEDGER MAINTAIN
BANK RECONCILIATION	CLIENT COMMUNICATION
COMPLIANCE MANAGEMENT	FINANCIAL REPORTING
WORKSHOP ORGANIZATION	CUSTOMER RETENTION STRATEGIES
INVENTORY MANAGEMENT	

LANGUAGES

English	Kannada
Hindi	Telugu
Tamil	