

Niharika Dhondale

Bangalore | niharikadhondale@gmail.com | 91+ 7892192495

Education

Mount Carmel college: Bachelor's in B.com – Industry Integrated

Courses – Political Science, Accountancy, Economics, Business Studies, Human Resource Management, Quantitative Analysis, Business communication and soft skills, Psychology, Environmental studies.

Mount Carmel PU College: Course – PEBA

Percentage – 90.16% (2nd PU)

Sri Chaitanya Techno School: Percentage – 76.8% (10th boards)

Mount Carmel College: CGPA – 7.6/10

Professional Summary

Third-year commerce student with a strong foundation in financial accounting and Tally certification and Excel course. Actively involved in extracurriculars, including music, public speaking, and event management, enhancing teamwork, communication, and leadership skills. Seeking opportunities to apply my skills in a dynamic environment and contribute to organisational success.

Experience

INDIA SWEET HOUSE: ONLINE OPERATIONS OFFICER:

- Spearheaded digital customer service and relationship management across multiple online channels, including email, live chat, and social media.
- Acted as a key liaison between the online store and physical outlets, managing daily operations and communications for e-commerce platforms like Swiggy and Zomato.
- Drove customer satisfaction by promptly resolving queries and complaints, tracking orders, and providing personalized assistance to enhance the online shopping experience.
- Monitored online dashboards to efficiently identify and resolve customer issues, ensuring a swift and effective response.
- Facilitated communication between customers and management, relaying crucial feedback and collaborating with various departments to improve service quality.

OUTLOOK GROUP: YOUTH LEADERSHIP PROGRAMME:

- Contributed directly to business growth by executing sales strategies and achieving performance-based targets within Outlook's competitive Young Leadership Programme.
- Gained hands-on experience in managing the complete sales cycle for leading media publications, from initial outreach to securing subscriptions, in a live business environment.
- Developed key skills in persuasive communication, customer relationship management, and sales strategy by working to expand the subscriber base for Outlook's renowned titles.

KANILEBETTU TECHNOLOGIES: FINANCE INTERN:

- Analysed and reported on key financial metrics for a cloud-based SaaS application, providing insights into business performance and subscription model efficiency for customers in the agricultural supply chain.
- Assisted in the financial evaluation of integrated SaaS and IoT device solutions, contributing to cost-benefit analyses and supporting strategic decisions for the enterprise mobile platform.

Personal Projects

TALLY COURSE: Completed a comprehensive Tally course, gaining proficiency in financial accounting,

bookkeeping, and ledger management. Developed practical skills in inventory, taxation, payroll, and financial reporting through hands-on projects and case studies. This training has prepared me for a career in finance, emphasizing data integrity and modern accounting technology.

EXCEL COURSE: Completed a comprehensive course in Microsoft Excel, mastering foundational and advanced formulas, functions, and data sorting techniques. Developed proficiency in data analysis and visualization using PivotTables, charts, and conditional formatting to generate insightful reports. Enhanced practical skills through hands-on projects focused on increasing efficiency, ensuring data accuracy, and supporting data-driven decision-making.

HR ANALYTICS:

- **HR Foundations & Problem Solving:** HR fundamentals, the strategic role of HR, people analytics basics, statistics, and structured frameworks for problem identification through to solution deployment.
- **HR Metrics, Benchmarking & Dash-boarding:** Tracking employee journey metrics, HR valuations, benchmarking, and KPI visualisation using tools like Excel and Tableau or Power BI.
- **Workforce Planning & Talent Sourcing:** Techniques like demand-supply gap analysis, trend modelling, job evaluation methodologies, and predictive insights into quality of hire.
- **Talent Acquisition & Development Analytics:** Using predictive measures to assess hiring effectiveness, performance forecasting, and training analytics.

Soft Skills

Leadership, Time and Resource Management, Strategic Negotiation, Problem-solving, Engaging Presentation.

Languages: English, Hindi, Kannada, German.

Awards and Recognition

- Awarded a certificate for passing and successfully completing a Tally certification course. (From TEPL tally education)
- Awarded several medals for passing different levels of Abacus.
- Awarded certificate of participation for attending National Symposium.
- Awarded a Merit Certification from – Somavamsha Sahasrarjuna Kshatriya Co-operative Society for securing 90.16% in 2nd PUC examination.
- Certificate of Internship received at India Sweet House.
- Certificate of Internship received at Outlook Group.
- Certificate of Internship received at Kanilebettu Technologies.