

MOUNIKA

Email:mouni0872@gmail.com ;Mobile :(+91) 9844475036; Date of Birth:08-06-2003

SKILLS

- ❖ Communication skills (Intermediate)
- ❖ MS Office
- ❖ Problem solving
- ❖ Critical Thinking
- ❖ Time Management
- ❖ Computer Basics
- ❖ Power BI Basics
- ❖ Tally
- ❖ GST

EDUCATION

- ❖ VeerashivaCollege,Ballari
B.com 2021-2024
- ❖ Govt.Girls PU College,Ballari
Commerce 2020-2021
- ❖ Govt.girls high school Ballari
SSLC 2018-2019

ACHIEVEMENTS

- ❖ 100% of PSF Calibration
- ❖ Participated All India tournament behalf of the college and made university blue (Pencaksilat)
- ❖ Participated in SOUTHZONE Tournament(Wrestling)
- ❖ Won many essay writing competitions
- ❖ won speech competitions

LANGAUGE

- ❖ Kannada
- ❖ English
- ❖ Telugu
- ❖ Hindi

Motivated and detail-oriented B.Com graduate with hands-on experience as a full-time Customer Care Executive at Athena Kia. Adept at managing customer inquiries, resolving issues efficiently, and providing exceptional service in a dynamic automotive environment. Proven ability to balance academic responsibilities with professional commitments, demonstrating strong time management and organizational skills. Seeking to leverage my skills and experience in a challenging role that allows for personal and professional growth.

Academic Activities

- Actively participated in various college cultural festivals, contributing to a vibrant campus environment and demonstrating strong engagement in extracurricular activities.
- Achieved recognition in multiple essay and speech competitions, showcasing exceptional writing and public speaking skills.
- Competed in college sports events, earning certifications for outstanding performance and illustrating a commitment to teamwork and physical fitness.

Academic Projects

Study on Business Prospects and Operations of Kia Motors Conducted a detailed analysis of Kia Motors' business prospects and operational strategies. This project involved evaluating market trends, operational efficiencies, and growth opportunities. Delivered insights through comprehensive research and presented findings effectively, demonstrating strong analytical and presentation skills.

EXPERIENCE

❖ Customer Care Executive

Athena Kia Showroom Ballari May 2023 – November 2024

- I Have 1.7 years of experience in Automobile Field as a customer executive in KIA Motors.
- Handling incoming calls from customers to provide information, resolve issues, and address . Inquiries.
- Making outbound calls to customers for follow-ups, surveys, and promotions.
- Maintaining accurate records, ensuring customer satisfaction, and demonstrating strong communication and problem-solving skills.