



NIVIYA BALAKRISHNAN



ABOUT ME

Experienced finance professional and customer service specialist with a proven track record in managing financial transactions, delivering exceptional customer service, and exceeding sales targets. With a background spanning cashier roles to telecalling and accounting, I bring a diverse skill set and a strong dedication to accuracy and efficiency. Eager to leverage my expertise and contribute to a new team, I am seeking opportunities where I can continue to thrive and make impactful contributions.

WORK EXPERIENCE

ACCOUNTANT & CASHIER

Raj Enterprises, Ernakulam, Kerala

2022 - 2024

- Managed daily financial transactions, including cash handling, invoicing, and reconciliation, ensuring accuracy and compliance with company policies.
- Maintained comprehensive accounting records, including accounts payable and receivable, expense tracking, and financial reporting.
- Provided exceptional customer service, resolving inquiries and concerns related to billing, payments, and account balances promptly and professionally.
- Implemented streamlined cash management procedures, optimizing cash flow and minimizing idle funds to improve operational efficiency.
- Demonstrated strong attention to detail, accuracy, and confidentiality in handling sensitive financial information.
- Collaborated effectively with cross-functional teams, fostering a positive work environment and contributing to organizational success.

TELECALLER

ZED Business, Ernakulam, Kerala

2019 - 2022

- Conducted outbound calls to prospective clients to pitch products/services, generating leads and initiating sales processes.
- Maintained a high call volume while ensuring quality communication and customer engagement.
- Developed and maintained strong product knowledge to effectively address customer inquiries and objections.
- Utilized persuasive communication skills to effectively convey product benefits and close sales deals.
- Collaborated with the sales team to coordinate follow-up actions and ensure seamless customer experiences.
- Consistently met and exceeded monthly sales targets, contributing to the overall revenue growth of the company.

CASHIER

Food Mart Supermarket, Ernakulam, Kerala

2017 - 2019

- Efficiently operated cash register, processed transactions, and ensured accurate monetary exchanges.

EDUCATION

HIGHER SECONDARY | 2015

SECONDARY EDUCATION | 2013

PROFESSIONAL SKILLS

- Financial management
- Customer service
- Communication Skills
- Sales Management
- Team collaboration
- Operational efficiency
- Numerical skills
- Attention to Detail
- Time Management

LANGUAGES

- English
- Malayalam

PERSONAL DETAILS

Address : Padavara House,
Nedungad, Nayarambalam Post
vyppin, Ernakulam - 682509

D.O.B : 7/5/1994

- Provided exceptional customer service by addressing inquiries, resolving complaints, and assisting with product selection.
- Maintained cleanliness and organization of the checkout area, enhancing the overall shopping experience.
- Collaborated with team members to restock shelves, manage inventory, and perform store opening/closing duties.
- Demonstrated strong attention to detail to prevent errors in cash handling and transaction processing.
- Consistently met or exceeded sales targets and upheld company policies and procedures.

● **CASHIER**

Sunrise Supermarket, Ernakulam, Kerala

2015 - 2017

- Managed cash transactions with accuracy and efficiency, handling both cash and electronic payments.
- Provided exceptional customer service, addressing inquiries and resolving issues promptly to ensure customer satisfaction.
- Maintained a clean and organized checkout area, ensuring efficient operations and a positive shopping experience for customers.
- Collaborated effectively with team members and supervisors to uphold store policies and procedures.
- Demonstrated strong numerical skills, accurately processing transactions and balancing cash drawers at the end of shifts.
- Adapted to a fast-paced retail environment, multitasking effectively to handle high volumes of customers during peak hours.

● **CASHIER**

Grand Fresh Supermarket, Ernakulam, Kerala

2013 - 2015

- Operating cash registers and POS systems to process transactions for customers swiftly and accurately.
- Providing exceptional customer service by greeting customers, addressing inquiries, and resolving any concerns or issues promptly.
- Ensuring the accuracy of transactions by carefully counting money, processing credit/debit card payments, and issuing receipts.
- Maintaining a clean and organized checkout area, including replenishing supplies and arranging products for display.
- Collaborating with team members to ensure smooth operations and minimize waiting times during peak hours.