**Mamatha V**

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**✆**+91 9739454927

***Objective***:

To secure a challenging job in an organization where I can apply my knowledge and can effectively contribute, learn and grow professionally*.*

***Key Profile***

A dynamic professional with over **7.9** years across over all Experience, CRM- Collections, Digital Marketing, Accounting, Data Management, Public Relation, Tracking Media, Client Servicing, Media Mapping, Communication, Sales and Service for promotion.

* Great people skills needed to confront people about past-due payments
* Friendly voice and demeanor over the phone
* Understanding of the operations of a multi-line phone system
* Excellent accounting skills needed to determine accounts payable payment options interest etc.
* Exceptional mathematics skills needed to perform calculations and give estimates
* Organized and thorough in all account records and data entry

**Experience**

**1. Puravankara Projects Limited- May 2018 to till date**

***Designation***: Senior Executive

* Analyze customer accounts to determine whether it is considered delinquent
* Prepare and send notifications of payments past due
* Assist customers in finding a way to meet financial obligations without getting further behind
* Place phones calls to customers to remind them of payments and account balance
* Prepare delinquent account reports for management
* Interact with financial institutions for providing documentation
* Timely payment collections from the customers as.
* Maintaining and updating records of Customer interactions.
* Pre-deliver Inspections before handover.
* To communication with departments
* Other works assigned by the higher authorities.

**2. Change Agents PR (Orcube Media Workx Pvt Ltd) July 2013 to May 2018 (4 years 10 Months)**

***Designation***: Assistant Team Lead

* Heading entire PR accounts and operations process
* Handling a team of 15 members – Bangalore
* Monitoring media trends to leverage client expertise
* Implementation and Training on all the processes to the new and existing team members
* Regular Client and Media Meetings along with the sub-ordinates
* Motivating and guiding sub-ordinates to grow into higher levels
* Responsible for client servicing, people management and crisis management for successful growth of the company
* Researching, writing, editing and disseminating press releases and press notes
* Ideating story pegs and coordinating media interactions
* Additional role of Business Development

**3. SERCO BPO June 2011 to June 2013 (2 years)**

***Designation***: Tele Sales Executive

* Tele Sales
* To make telephonic calls and schedule appointments on leads
* Fast-paced and be able to thrive under pressure.
* Strong communication skills.

***Academic Details***

|  |  |  |  |
| --- | --- | --- | --- |
| **GRADUATION/CERTIFICATE** | **INSTITUTE/UNIVERSITY** | **YEAR** | **MARKS** |
| B.COM | Kuvempu University | 2012 | 54% |
| PUC (Commerce) | Karnataka Board | 2006 | **74.5%** |
| SSLC | Karnataka Board | 2002 | **56%** |

**Over All Key Areas**

--CRM - MIS on Same - Accounting Skills

-Communication -Media Mapping -Team Management

-Tracking - Meeting -Reporting

**Industries:**

* CRM - Collections
* Digital Marketing
* Operations
* Client Servicing
* Training

**Sectors:**

* Real Estate – Collection Department
* PR
* Media Communication
* Customer Service
* Sales

**Professional Summary:**

Self-motivated, self-dependent, innovator with a record of success in sales & customer service. Leads by example and establishes a professional work environment based on respect. Having a constant focus on the organization's sales & revenues, and also maintains the adequate team spirit. Process driven, with a high leadership quality accompanied with good grasping and understanding.

**My Strength:**

Strong Will Power, Optimist, Ready to take any challenges and overcome them

**Technical Forte**

* MS Office
* Power Point
* Photoshop editing
* Corel Draw

**Personal Minutiae**

Father's Name: Venkatesh G

Mother’s Name: Shanthamma

Marital Status: Married

Date of Birth: 05/03/1987

Languages: English, Kannada, Tamil, Hindi & Telugu.

Address: #68, 6th Cross, Kanshiram Nagar, Lakshmipura, near Sambhram College

Bengaluru - 560097

**Declaration**

I do here by declare that the information furnished above is true to the best of my knowledge.

Place: Bengaluru Signature:

Date: *MAMATHA.V*