**Preethi Srikanth**

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**Career Goal**

Obtain a respective career as Accounting Specialist with the utilization of obtained executive and professional expertise.

**Professional Summary**

* Self-motivated, devoted and decisive management personnel.
* Have excellent analytical as well as mechanical features.
* Have ability in taking up new theories as well as responsibilities.
* Have in depth knowledge in the respective subject

**Computer Skills**

* Experienced Office Package: Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Outlook Express
* Experienced Operating Systems: Windows XP, Windows Vista,
* Experienced Accounting Software: QuickBooks Pro/Premier, QuickBooks Enterprise, and Payroll.
* Experience :SAP ERP

**Academic Background**

* **Achieved Accounting clerk certificate from PCC college, OR.**
* Achieved Master’s Degree in Economics, Accounting emphasis Bharathidasan University, India (Equivalent to Bachelor’s degree in US)

**Professional Background**

**2010-Present Bookkeeper –Office Manager, Vaithy Inc.**

* Managed daily cash receipts, banking, inventory, and stock supplies
* Completed word processing, managed files and records, designed forms and produced documents.
* Checked figures, postings, and documents for correct entry, mathematical accuracy and proper GL coding,
* Eliminated accounts payable inaccuracies by implementing GL coding systems and documentation protocols.
* Organized and reconciled monthly transactions averaging $ 70000.
* Accessed computerized financial information to answer customer and account related questions.
* Reconciled bank statements and credit card statements
* Prepared monthly accounts receivable audit reports

**2010-June 2013 – Intuit (Enterprise version of QuickBooks), Beaverton, OR**

* Handle problems and resolving them required follow-up and/or escalation to a higher level of expertise.
* Contact customer live (chat), e-mail, or phone.
* Support provided to external, high value business clients.
* Assess needs and suggest/promote/sell alternative or additional products or services.
* Accurate, efficient resolutions to routine customer service and support issues.
* Delivered Customer Experience at or above customer & shareholder expectations as measured by key metrics, including but not limited to: Contact Resolution Rate (FCR), Average Handle Time (AHT), and Customer Satisfaction (SAT).
* Accurate case documentation in appropriate CRM database
* Schedule compliance
* Support that generates a high level of customer satisfaction. Effectively moves customers from detractors to promoters
* Identify sales opportunities for upgrades/cross-sells.

TEAM / LEADERSHIP SKILLS

* Flexible team player attitude
* Promotes/fosters a positive work environment
* Maintains positive working relationships
* Positive, flexible approach to change
* Supports strategic direction of business
* Collaborative approach to problem solving

**Library Assistant** Cedar Mills Library, Bethany, Beaverton (Oct 07 – Jan 08)

* Managed the Front desk operations helping patrons check-in and check-out
* Managed fine collections, renewals, and inter-library loans expeditiously
* Assisted patrons with their computer searches
* Utilized Library software tools and maintained data on a regular basis
* Worked on Polaris software to enter and update information about the patrons
* Customer service focused

**Sales Associate/Customer Service** Mervyns, Beaverton, OR (2006)

* Completed Daily cash receipts, journal entries and data entry
* Responsible for receiving payments, issuing refunds/credits
* Answering and assisting customer service questions
* Recording credit card application information for new customers
* Worked in a Team, customer friendly

**US citizen**

**References:**

**Joe Robideau – Reporting Manager -888 589 0599**

**Carlos - Manager and co-worker-503 896 7700**