

ASHUTOSH MATHUR

Gali no. 9, Mukund Pur, Som bazaar road, Delhi-110042
7827220457 | mathurashutosh929@gmail.com



% Objective

Dedicated and experienced accounting professional with proven success managing finances for mid-size commercial organizations. Seeking an opportunity to use my decade of experience to serve the state government.

% Experience

- **Swastik chemicals** 2023 -
Account manager
: Increased client satisfaction by building strong relationships and addressing their needs promptly.
: Collaborated with sales team to identify potential upsell opportunities and expand client base.
: Developed customized account plans for clients to help them achieve their business goals.
: Established clear communication channels between clients and internal teams, ensuring seamless project execution.
: Managed a diverse portfolio of accounts, ensuring timely communication and effective problem resolution.
: Established long-term customer relationships to enhance client loyalty and satisfaction.
- **BPO coverage pvt ltd** March, 2022 - Nov, 2022
Customer care executive
: Provided excellent customer service by efficiently resolving issues and responding to inquiries.
: Streamlined customer support processes for improved call handling times and resolutions.
Maintained up-to-date knowledge of industry trends and product offerings to better serve customers.
: Implemented feedback-driven improvements for an enhanced overall customer experience.

% Education

- **Delhi University** 2024
Bachelor of Arts
- **Govt. Boys senior secondary school** 2021
Science

% Skills

- : Team management : Data Analysis : Account management : Designer : Knowledge of Computer software : Client relationship

% Personal Details

- Date of Birth : 31/08/2002
- Marital Status : Single
- Nationality : Indian

% Certification

- : Diploma in Computer Application
: Tally Advance with GST
: Graphic Designer

: Web Designer
: Certification in Web courses

% **Language**

- Hindi
English