

RESUME

SHRINIDHI

22-1-75/6 Garodi House Near Jeepu Market,
Road Mangalore 1.

Email : nidhisalian39@gmail.com

Phone : 992906629

Professional Summary

Enthusiastic Office Administrative Assistant with good grasp of financial, customer service and administrative requirements. Friendly and motivated team player with professional demeanour and superior attention to detail.

Experience

June 2022 - Current

R V MANAGEMENT SERVICES KARANGALPADY MANGALORE

ADMINISTRATIVE ASSISTANCE

- Managed office petty cash, including delegation, documenting expenses and replacing when required.
- Managed general inbox enquirers by personally responding to emails or forwarding to relevant employees where required.
- Answered phones and supported staff with clerical tasks.
- Uploaded files and entered data into records management system.
- Precisely calculated refunds, premiums and adjustments.
- Assisted new policy holders with processing claims.
- Handled the modification and updating of policies.
- Kept office documentation and filing system organised and updated.

July 2021 - March 2022

Cogent E- Service Pvt Ltd

Customer Care Executive

- Took ownership of inquiries, effectively handling any customer issues to ensure suitable resolutions for customers.
- Ensured positive customer experience was maintained by monitoring through introduction and customer care calls.
- Maintained excellent customer relationships by efficiently solving queries, complaints and issues.

Skills

- **Computer Knowledge :**
- **Microsoft office word, Excel, Power point Presentations**
- **Communication skills**
- **Call monitoring and analysis**
- **Cash handling**
- **Mail processing**
- **Bookkeeping**
- **Back office operations**
- **Data entry documentation**
- **Accounting skills**
- **Database entry**

Education

2017

January 2017

Government Pre-

University college Mangalore

PUC

2015

January 2015

Government High

School Mangalore

SSLC

2022 - PRESENT

September 2022

Degree B.com

Mangalore University Evening College

Language

English, Hindi, Kannada, Tulu, Tamil