

VEENA .R

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CAREER OBJECTIVE

I look forward to work in a challenging environment at a position, which provides me with an opportunity to utilize the knowledge and experience gained during the period of study as well as to improvise by continuous learning. Further I would like to apply my skill to make important decisions to contribute to the growth of the organization.

OVERVIEW

- ☑ A dynamic professional with Knowledge of Banking and Accounting.
- ☑ The noticeable traits about me are I am a good team player, hardworking, and quick learner, has Positive attitude, Dedication, Willingness, ability to learn and Pro-active approach to work.
- ☑ Excellent interpersonal, communication, organizational skills, leadership skills and result oriented personality.
- ☑ Understood the responsibilities of self-discipline & teamwork that has created a mind-set with a difference.

EDUCATIONAL QUALIFICATION

- ✓ Bachelor of Commerce in Sacred Heart Girls College, Bangalore in the year 2013 with First Class.
- ✓ 2nd PUC in Sacred Heart College, Bangalore in the Year 2010 with First Class
- ✓ SSLC in Sacred Heart High School, HAL, Bangalore in the Year 2008 with First Class.

PROFESSIONAL CREDENTIALS

First Source Ltd, Bellandur, Bangalore

Duration: November 2021 to till date

Designation: Senior Customer Associate

Responsibilities:

- ✓ Handled customer inquiries, complains, billing questions and service request.
- ✓ Professionally answered a high volume of call types as assigned for a telecommunication company.
- ✓ Also making outbound courtesy calls for customer satisfaction, and sales.
- ✓ Continuously improve through feedback.
- ✓ Conducted trainings for new hires on system and standard operating procedures.

VIBGYOR High, Marathahalli, Bangalore

Duration: August 2016 to September 2021

Designation: Education Facilitator

Responsibilities:

- ✓ Helping the students identify different ways of learning that work for them.
- ✓ Encouraging the students to connect to the theories that have been taught.
- ✓ Recognising the ability, knowledge and providing appropriate level of access to the learning.
- ✓ Taking over responsibility of the class.
- ✓ Approaching the students with patience and an open mind.

Capgemini, Bangalore

Duration: May 2014 to November 2015

Designation: Process Associate

Responsibilities:

- ✓ Preparation and posting of journal entries.
- ✓ Sub ledger to General ledger reconciliations.
- ✓ Preparation of Balance sheet reconciliations.
- ✓ Preparation intercompany reconciliation.
- ✓ Performing Bank Reconciliations and continues follow up with AR and AP to resolve issues
- ✓ Close of books of Accounts AP/AR/GA.
- ✓ Performing Cost centre Reports.
- ✓ BPC reporting.
- ✓ Preparation of Desktop procedures of activities performed.
- ✓ Creation of Customer master data
- ✓ Creation of Vendor master data

CO-CURRICULAR ACTIVITIES

- ☒ Taken various initiatives in the organisation and received appreciation.
- ☒ Has knowledge of Banking And Accounts.
- ☒ Participated in various cultural activities at school and college.

IT PROFICIENCY

- ☒ Packages: Microsoft Office (good knowledge in excel and word)
- ☒ Good knowledge in all the applications related to the process.
- ☒ Efficient skills in Documentation.

PERSONAL DETAILS

<i>Fathers Name:</i>	Raja. A (Late)
<i>Husband name:</i>	Manjunath
<i>College:</i>	Sacred Heart Girls College, HAL, Bangalore.
<i>School:</i>	Sacred Heart Girls High School, HAL, Bangalore.
<i>Nationality:</i>	Indian
<i>Marital Status:</i>	Married
<i>Date Of Birth:</i>	28 th January 1992
<i>Sex:</i>	Female
<i>Hobbies:</i>	Listening to music, Watching T.V and Dancing.
<i>Language Knowledge:</i>	Tamil, English, Hindi, Kannada and Telugu

I declare that the above particulars filled in by me are correct and true to the best of my knowledge and belief.

DATE:

Veena.R