# Soundarya

# Mobile no: 9959402904

# E-mail: [singarisoundarya856@gmail.com](mailto:singarisoundarya856@gmail.com)

**OBJECTIVE:**

To apply my knowledge and experience, enhance my management skills and develop professionally with a growth oriented company.

**PROFESSIONAL EXPERIENCE:**

**Company:** **Mk Daylighting Solutions Private Limited, Hyderabad, India**. **Jun 19 – Till Date**

**Role:** Email Support Engineer

**Responsibilities:**

* Worked as Chat and email support engineer to resolve issues /queries related to Mk Daylighting company products.
* Responsible to drop bulk emails to existing customers on companies new products and offers if any.
* On call support if any issues not resolved over email or chat.

**Company: Akshara, Himayat Nagar, Hyderabad. Oct 18 – May 19**

**Client: GHMC Election commission of India.**

**Role: Customer Support Specialist (Contractor)**

**Responsibilities:**

* Worked in backend team as Customer Support Specialist.
* Assisted citizens of India in enrolling for Voter ID Card over phone and chat.
* Resolved queries if customers facing any issues in National voter’s service portal website (NVSP).
* Making data entry’s in system for the queries resolved.

**Company: Professional Tax, Hyderabad. May 18 – Oct 19**

**Role: Tax Associate (U.S. Taxation)**

**Responsibilities:**

* Worked as US Individual Tax consultant (1040/1040 NR)
* Responsible for preparing simple to complex tax returns for individuals.
* Interviewed clients to obtain additional information on taxable income and deductible expenses and allowances.
* Furnished taxpayers with sufficient information and advice in order to ensure correct tax form completion.
* Maintain business relationship with the client to get more business for company on a long term basis
* Analyzing the tax notes and preparing for effective returns.
* Assisting the client in tax planning to get better tax returns.
* Acquired knowledge in serving the client, maintain reputation and competition as well.
* Handle multiple tasks.
* Performed other duties as assigned.

**EDUCATIONAL QUALIFICATION**

* Completed Bachelor's Degree with specialization in Accounting (B.Com) from “K V Ranga Reddy women’s College", Affiliated to Osmania University.
* Completed 10+2 from Board of Intermediate Education, Hyderabad.
* Completed 10th from State board of Secondary Education, Hyderabad.

**TECHNICAL SKILLS:**

* Software Packages : MS Office (Word, Excel and PowerPoint)
* Accounting Packages : Tally ERP 9
* Operating System : Windows (XP/7/10)

**CAPABILITIES & SKILLS:**

* Good communication skills.
* Can work for long hours with patience & dedication.
* Time Management Skills.
* Quick learner.
* Good Team player.

**PERSONAL INFORMATION:**

Father : S Jagdishwar

Date of Birth : 20/02/1992

Marital Status : Married

Address : 17-2-258/A/1, Madannapet,

Saidabad, Hyderabad.

**DECLARATION:**

I hereby declare that all the details mentioned above are the best of my knowledge.

Date:

Signature

Place: **(Singari Soundarya)**