

Puja Sharma

Current Designation	: Senior Technical Executive
Current Organization	: Infosys BPM Limited.
Current Location	: Pune [Maharashtra]
Total Experience	: 3 + years
Highest Qualification	: Bachelor's
Expectation	: Negotiable.
Last job leaving	: Ongoing
Date of Birth	: 24 th Nov 1993
Phone	: 8420303097
Email	: kripuja77@gmail.com
Address of Communication	: 37 A, Motia citi, Zirakpur, Ambala Chandigarh Highway, Zirakpur - 140603 , India.



PURPOSE STATEMENT

Accounts and Compliance Officer, Employee relations, Back office executive, H.R of company and management will enhance a company's overall strategic plan and direction.

Income Tax Return, Proficiency in Tally and other Accounting Software, Company Incorporation and Annual Fillings of a Company, TDS, GST,etc

KEY SKILLS

Senior Technical Executive | Operation & Administration | Compliance Officer| Accountant| Junior Tax Consultant

PRECIS

- I have good experience in Financial activities such as maintenance of Books of Accounts, Finalisation of Accounts, Statutory Compliances as well as HR activities such as Recruitment, Employee Relations, conducting & coordinating Training programs, performance Management, Office Administration, etc.
- Presently working as a Senior Technical Executive in a private company, having focus on team handling and customer relationship. Also worked as a Back office Executive, Main focus of maintaining petty cash accounts, maintaining attendance sheet, assisting and guiding sales and front office team, preparing quotation, performa invoice and different types of reports for the sale hike and smooth functioning of the sales team, confirmed order reports through ERP software, maintaining and filling of all vital documents of the company for reference and record, follow up with the customer regarding orders and payments, coordination with the factory and other branch team members.

Nov'18 – June'19 : Prerna Surana Jaiswal, Chartered Accountant Firm | Paid Up Assistant

Key Accountabilities:

- Conducting Internal Audit of Hospitals.
- Conducting Internal Audit of Skills Development and Training Centre.
- Preparation of Bank Project Report.
- Calculation of TDS and filling of Quarterly Statements.
- Preparation and filling of Income Tax Returns.
- GST Calculations and filling of GST Returns.
- Stock Verification of Various Entities.
- Preparation of Partnership Deed and Incorporation of Unlimited Liability Entities.
- Annual Fillings of Company on MCA Portal.
- Incorporation of Unlisted Private Limited Companies.

- DIN Application and Appointment and Removal of Director of Company.
- All Compliances regarding Company with Registrar Of Companies.
- Preparation of Minutes of Meetings for the Companies.
- Filling of Forms on MCA regarding Alteration in Share Capital and Other Compliances on timely basis.
- Preparing Books of Accounts and Posting Entries on Tally ERP and other accounting softwares.

Sep'19 – Jan'21: Global Aluminum Pvt. Ltd. | Back Office Executive

Key Accountabilities:

- Working on Lighthouse ERP Software.
 - Preparing Sales/confirmed order report in order to book sales.
 - Adding new cut length and address in Master Sheet.
 - Extracting production status report.
 - Overviewing of Sales Summary Report.
 - Keeping track of section wise sale.
 - Extracting dispatch slip, sales invoice and die development invoice.
 - Downloading Statements of accounts.
- Performing market research.
- Gathering and processing research data.
- Providing customer support.
- Maintaining petty cash account.
- Performing basic admin duties including printing, sending emails and ordering office supplies.
- Assisting and coordinating with the sales team.
- Assisting the front office team.
- Assisting with inventory control.
- Organizing staff meetings and updating calendars.
- Processing company receipts, invoices and bills.
- Assisting and supporting management.
- Maintaining attendance sheet.
- Preparation of order booking, customer details, credit terms etc. reports.
- Preparation of quotation, performa invoices.

Mar'21- Till date: Infosys BPM Limited | Senior Technical Executive

- Providing knowledge, resources and information to support agents
- Address customers concerns accurately and timely.
- Assist advisors with material request and account updates
- Ensuring accuracy of the content.
- Coaching and training agents on improving Customer Interaction and offering advisors guidance.
- Show a comprehensive knowledge of products and services and their competitive advantages through continues self-improvement and following quality standards.
- Handled a team of agents and made sure they achieve their KPI's to meet the organizational objective effectively.
- Set benchmarks in the process by taking up challenges and delivering on parameters which were deemed unscalable (eg. Five consecutive conversations per agent, bringing down the abandon percentage by 80%)

SCHOLASTICS

Year	Examination/Board	Institution	Performance
2014	B.Com (Hons.)	T.H.K Jain college, Kolkata	48.33%
2011	Class 12 – West Bengal Board	Shree Jain Vidyalaya, Howrah	71.6%
2009	Class 10-West Bengal Board	Shree Jain Vidyalaya, Howrah	65.88%

SOFTWARE KNOWLEDGE

- Working Knowledge regarding application package MS Office.
- Certification course on basic computer.
- Working Knowledge of Tally ERP and other Accounting Software.

HOBBIES AND INTERESTS

- Outdoor Games, Reading novels, Singing, Traveling and listening song.

PERSONAL ATTRIBUTES

- Dedicated, hardworking and focused individual, with proven learning and problem solving abilities;
- Highly motivated, positive and goal-oriented, with a high degree of flexibility, resourcefulness and commitment to work;
- Excellent time management skills with proven ability to work accurately and quickly prioritize, coordinate and consolidate tasks, whilst simultaneously managing the diverse range of function from multiple sources.

I hereby declare that all the information listed above is true and best to my belief.

Puja Sharma

Date: / /
Place: Zirakpur