

Jithesh S B

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SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude . Willingness to take on added responsibilities to meet team goals.

EXPERIENCE

Cash and Accounts (C&A)

Reliance Retail

March 2022 - August 2023, Kasaragod

- Oversee store cash management and deposits.
- Proficiently operated cash registers to accurately record transactions.
- Performed inventory audits by tallying items in stocks and documenting results in the computer .
- Manage logistical operations.
- Supervise online order processing , payments , deliveries.

Customer Service Desk Associate (CSD)

Future Retail

August 2021 - March 2022, Kasaragod

- Utilized customer service software to manage customer inquiries, responded to customer inquiries in a timely and effective manner and resolved complex customer issues.
- Addressed and resolved accounting , service, delivery issues.
- Ensured exceptional customer service standards by following up on resolved issues.
- Proficiently managed end to end online order and delivery process , ensuring seamless customer experience.

EDUCATION

BCA Cloud Technology And Information Security

Srinivas Institute Of Technology • Manglore • 2021 • 7.5

12th BIO SCIENCE

BEMHSS • Kasaragod • 2018 • 68%

SSLC

Jaimatha senior secondary school • Kasaragod • 2016 • 7.4

SKILLS

Technical Skills: HTML , JavaScript , CSS , MySQL , AWS , Sap, EXCEL, Outlook, WINDOWS, Linux , Microsoft Office , Accounting

Interpersonal Skills: Communication , Critical thinking , Problem solving , Teamwork , Adaptability

Languages: English, Hindi , Malayalam, Kannada