

BHOOMIKA C S

Service desk Executive

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Mysore

SUMMARY

With **2 years 5 months** of experience working as a customer service I strive to bring high-quality business intelligence solutions to businesses seeking higher efficiency. With expertise in advanced communication with stakeholders

EXPERIENCE

Service Desk Executive

Wipro

03/2021 - 11/2023 Mysore

- Turned data into actionable insights, good communication with stakeholders to streamline business operations and improve customer experience.
- Experience in handling data of machinery and part details
- Building charts and graphs to analyses reports
- Worked on H-lookup, V-Lookup and pivot table for preparing data to simplify the tasks
- Good experience in conditional formatting, INDEX and MATCH, SUM IF and COUNTIF, CONCATENATE etc...
- Responsible for developing and delivering complex financial reports both internally and to our clients

EXPERIENCE

Customer Relation Management and Admin

Relicomp Elevators Pvt Ltd

08/2024 - Present Mysore

- Analyzing and reporting financial data
- Managed the preparation of monthly, quarterly, and annual financial reports, including balance sheets, income statements, and cash flow statements.
- Utilize advanced Excel functions (VLOOKUP, INDEX/MATCH, PivotTables) to analyze financial data and create reports for senior management
- Create and maintain automated Excel-based financial models, enhancing reporting efficiency and accuracy.

EDUCATION

BCom

JSS College for Women

2018 - 2020

PUC

AMB composite PU college

2015 - 2017

SSLC

Cambrige public school

SKILLS

Advance Microsoft excel

Office Pivot Macros Charts &

Graphs Hlookup Vlookup

STRENGTHS

Hard-working

Handled multiple customers

Solving complex problems

Reduced work load to reslove in simple way

KEY ACCOMPLISHMENTS

Received Customer star award

On maintaining good collaboration with stakeholders i received star award

PASSIONS

Social service - Participated in numerous fund-raising, volunteering and camping activities and developed organisational, communication and leadership skills

Dance - Western and Tradition

Declaration

Hereby I declare that the above furnished details are true to the best of my knowledge and belief.

Place:

Date: