

# ANSITHA P A

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8951387385

KODAGU INDIA 571218

To be associated with an organization having a professional environment to enhance my skills and upgrade myself to the highest level of proficiency while enabling the organization to achieve its target and growth and allow me to put my education to practical use.

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## SKILLS

- ♦ Microsoft Excel.
- ♦ Invoice Processing
- ♦ Microsoft Office
- ♦ Customer Service
- ♦ HTML
- ♦ Active Listening
- ♦ Java
- ♦ Payment tracking

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## EDUCATION

**Cauvery Polytechnic College**, Gonikoppal Kodagu, 03/2021  
**Diploma in Computer Science**

**Govt P U College**, Virajpet Kodagu, 03/2022  
**PUC: Commerce**

**St Anne's Composite High School** , Virajpet, Kodagu , 04/2015  
**SSLC**

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## EXPERIENCE

**CLIENT COORDINATOR, 11/2023 - CURRENT**  
**TCS, Bangalore, India**

- \*Provided technical assistance to customers via phone, email, and online chat.
- \* Generated reports related to helpdesk activities on a regular basis.
- \* Built and maintained successful relationships with service providers, vendors, dealers and consumers.
- \* Reviewed and verified invoices for accuracy, completeness, and compliance with company policies.
- \* Maintained accurate records of all invoice transactions.
- \* Resolved discrepancies between purchase orders and invoices.
- \* Investigated any discrepancies or errors in the invoice information provided by vendors.
- \* Followed up with vendors regarding missing documentation or incomplete information.
- \* Performed data import, scanning or manual keying processes to verify invoice accuracy.
- \* Contacted vendors to follow up on late invoices.
- \* Processed and sent invoices, adjustments and credit memos to customers.

## OFFICE ASSISTANT, 06/2023 - 11/2023

### WARRIOR GROUP, BANGALORE, INDIA

- \* Provided technical support to customers via phone and email.
- \* Resolved customer inquiries in a timely manner.
- \* Created detailed reports of customer issues for further review.
- \* Identified opportunities to improve customer experience and suggested changes accordingly.
- \* Handled escalated customer service issues with professionalism and empathy.
- \* Conducted follow-up calls to ensure customer satisfaction.
- \* Performed administrative duties such as data entry, filing, and document preparation.
- \* Followed established policies and procedures while providing excellent customer service.
- \* Initiated follow-up phone calls to sellers regarding resolved issues to improve overall platform experience.

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## CUSTOMER SUPPORT REPRESENTATIVE, 01/2023 - 06/2023

### TRANSACT GLOBAL, BANGALORE, INDIA

- \* Provided technical support to customers via phone and email.
- \* Resolved customer inquiries in a timely manner.
- \* Created detailed reports of customer issues for further review.
- \* Identified opportunities to improve customer experience and suggested changes accordingly.
- \* Handled escalated customer service issues with professionalism and empathy.
- \* Conducted follow-up calls to ensure customer satisfaction.
- \* Performed administrative duties such as data entry, filing, and document preparation.
- \* Followed established policies and procedures while providing excellent customer service.
- \* Initiated follow-up phone calls to sellers regarding resolved issues to improve overall platform experience.

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## CERTIFICATIONS

During my college days, I was more into sports, Where I represented Kodagu in state level in Disc throw

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## ACTIVITIES AND HUBBIES

- \* Gardening: Growing and taking care of the plants.
- \* Listening to music.

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## LANGUAGES

- \* English - Read- Write - Speak
- \* Kannada - Read - Writer - Speak
- \* Hindi - Speak
- \* Malayalam - speak

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## PERSONAL DETAILS

Name - Ansitha P A

Father's Name - Ashoka P A

Mother's Name - Amitha P A

Native - Virajpet,Kodagu

Religion - Hindu(Kodava)

State - Karnataka

