



LOVELY SINGH

D.O.B – 08/01/1999

BACK OFFICE EXECUTIVE

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[o](#)

## PROF SKILLS

Excellent  
customerservice  
skills.

Experience in a  
customerfacing/call  
center environment  
highly desirable

Excellent interpersonal  
skills, highly motivated,  
self-starter, and driven  
for success

Demonstrated ability  
to effectively and  
proficiently handle  
escalated customer  
issues

Strong decision  
making ability

Ability to multi-task  
and possess excellent  
problem solving /  
analytical skills

Strong attention to  
detail

## TECHNICAL SKILLS

D.C.A. From  
NISSI IT  
Education,  
Bhubaneswar  
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## PROFILE

To work in an organization that has a highly dedicated & professional environment and to enhance my career.

- Good comprehension skills with a typing speed of 35 wpm
- Thorough knowledge of the MS office tools (expertise in working with MS excel)
- Good exposure to the back office profile with work experience in the field of Telecom, Architect and Real Estate.
- **M/S S.F. ENTERPRISERS**
- As Presently as Junior Accountant
- Maintain All Computerized Works i.e. Tally, Word, Excel & GST Return Filling & Other Accounts.
- Did Gem Work

### • **HR RECRUITER** **SHIVANGI ASSOCIATES**

- Maintained data sheets in MS Excel
- Prepared daily / weekly reports as per their standard formats
- Answered to the daily query / complaint mails by customers, following the SOP

Did cold calling and recruited candidates as per their specifications

### • **BACK OFFICE EXECUTIVE** **FLOZEN estates and developer pvt. ltd.**

- Maintained the daily transactions data in the MS Excel sheets
- Prepared daily / weekly reports for different departments as per their standard formats
- Answered to the daily query / complaint mails by customers, following the SOP
- Mailed the head office and other area offices for co-ordination in the processes
- Updated the report formats as per the instructions from the higher management

### **TELE-CALLING/DATA ENTRY EXECUTIVE**

#### SAI RANJITA INFRA PROJECTS

Processing all client closure requests, following the client closure process

- Liaising with a multidisciplinary team on various tasks
- Providing administrative support to the back office
- Ability to multi-task and possess excellent problem solving / analytical skills
- Strong attention to detail

### **TELE-CALLING** **EXECUTIVE AIRTEL**

- Maintained the daily transactions data in the MS excel sheets
- Prepared daily / weekly reports for different departments as per their standard formats

## **EDUCATION**

- B.COM COMPLETE From Ekamra Degree College (Bhubaneswar) Under UTKAL UNIVERSITY.
- Completed +2 Commerce From Kamala Nehru Women's College (Bhubaneswar) Under CHSE Odisha in 2017 with securing 53%.
- Completed 10th From Vivekananda Sikshya Kendra School (Bhubaneswar) Under BSE Odisha in 2015 with securing 71%.