

PROF SKILLS

Excellent <u>customerservice</u> skills.

Experience in a customerfacing/call center environment highly desirable Excellent interpersonal skills, highly motivated, self-starter, and driven for success

Demonstrated ability toeffectively and proficiently handle escalated customer issues

Strong decision makingability

Ability to multi-task andpossess excellent problem solving / analytical skills

Strong attention to detail

TECHNICAL SKILLS

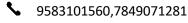
D.C.A. From NISSI IT Education, Bhubaneswar

LOVELYSINGH

D.O.B - 08/01/1999

BACK OFFICE EXECUTIVE

GAYATRI VIHAR, SUNDARPADA PIN-751002





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 thefield 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 asper their standard formats
- Answered to the daily query / complaint mails by customers, following the SOP
- Mailed the head office and other area offices for coordination 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 EXECUTIVEAIRTEL
 - Maintained the daily transactions data in the MS excel sheets
- Prepared daily / weekly reports for different departments asper 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 securing53%.
- Completed 10th From Vivekananda Sikshya Kendra School (Bhubaneswar) Under BSE Odisha in 2015 with securing 71%.