

Ritika Balmiki
Client Relationship Manager – Software & Accounts
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CAREER OBJECTIVE

Dedicated Sales and Support Executive with a strong foundation in accounting and client relationship management. Seeking to leverage software support and financial knowledge to deliver efficient business solutions and enhance customer satisfaction.

PROFESSIONAL EXPERIENCE**LEGALDEV TAX INDIA PVT. LTD.****Gomti Nagar, Lucknow, UP****Team Lead Sales & Support****OCT 2023-Nov 2025**

- Leading a team in software support and customer relationship management.
- Collaborating with developers to resolve client issues related to financial and taxation software.
- Providing training and onboarding support for new clients and junior staff.
- Coordinating cross-functional teams to streamline support operations and ensure client satisfaction.

VINOD KUMAR YADAV ASSOCIATES**Charbagh, Lucknow, UP****Junior Accountant****DEC 2021 - Jan 2023**

- Managed day-to-day bookkeeping using Tally ERP.
- Assisted in preparing GST returns, TDS filings, and bank reconciliations.
- Maintained client ledgers and helped in finalizing accounts under supervision.
- Developed understanding of accounting principles and taxation processes.

EDUCATION**SHOOLINI UNIVERSITY****Remote-Mode****Master of Business Administration (MBA)****Pursuing****LUCKNOW UNIVERSITY****Lucknow, UP****Bachelor of Commerce****2020-2023**

ADDITIONAL INFORMATION**TECHNICAL SKILLS**

- Tally ERP,
- O Level
- CCC
- MS Excel, MS Word,
- GST & TDS Filing,
- MS Power Point
- Able to work on Canva Application

SOFT SKILLS

- Team Leadership,
- Client Communication,
- Problem Solving,
- Time Management

LANGUAGES KNOWN

- Hindi (Fluent),
- English (Proficient)