

**Ritika Balmiki**  
**Client Relationship Executive – 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.

###### Team Lead Sales & Support

Gomti Nagar, Lucknow, UP  
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

###### Junior Accountant

Charbagh, Lucknow, UP  
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

###### Master of Business Administration (MBA)

Remote-Mode  
Pursuing

##### LUCKNOW UNIVERSITY

###### Bachelor of Commerce

Lucknow, UP  
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)