

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.

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)