



GAYATHRI GEETHA KALYANARAMAN

Target Role: Executive Assistant | Personal Assistant | Junior Accountant

Contact Me

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 Big Palla Street Fort, SPRA 119, Pin code: 695023, Thiruvananthapuram Kerala, India

Key Skills

- Calendar Management
- Travel Coordination
- Expense Reporting
- Document Management
- Invoice Processing
- Data Entry & Recordkeeping
- Financial Reconciliation
- Payroll Support
- Professional Client Communication
- Vendor Coordination
- CRM Software (Zoho, Salesforce)
- MS Excel (PivotTables, VLOOKUP)
- Tally ERP
- Administrative Support
- Budget Monitoring
- Compliance Documentation
- Stakeholder Engagement
- Confidential File Handling
- Time Management
- Email & Correspondence Drafting

Professional Summary

Detail-oriented and proactive professional with over 1 year of experience in customer service, administrative support, and financial coordination. Adept at managing executive calendars, handling client communication, preparing reports, and maintaining confidential records. Skilled in data entry, payroll assistance, invoice processing, and financial reconciliation. Proven ability to streamline office operations, support cross-functional teams, and ensure accurate documentation using tools like Tally ERP, MS Excel, and CRM platforms. Seeking to leverage my administrative and accounting skills in a dynamic Executive Assistant, Personal Assistant, or Junior Accountant role.

Professional Experience

Customer Service Representative

Allianze Service Centre, Trivandrum, Kerala, India

Duration: **Jan 2023 – Present**

- Managed and resolved over 50+ customer inquiries daily, ensuring a 95% satisfaction rate through prompt issue resolution.
- Maintained detailed records of transactions, client interactions, and service issues, using CRM and internal documentation tools.
- Assisted with billing and account reconciliations, identifying and correcting discrepancies to ensure financial accuracy.
- Coordinated with internal departments to escalate and resolve complex service issues, improving turnaround time by 30%.
- Prepared weekly performance reports and client feedback summaries for managerial review and process improvement.
- Handled data entry and document verification for 200+ customer records monthly, ensuring database accuracy and compliance.
- Supported administrative tasks including email drafting, appointment scheduling, and follow-up calls, improving team efficiency.
- Trained 3+ new team members on service protocols, documentation procedures, and communication tools.
- Monitored and tracked service trends using Excel (PivotTables, charts) to identify recurring issues and recommend solutions.
- Contributed to inventory tracking and office supply requests, reducing supply shortages by 20%.
- Maintained confidentiality of sensitive customer and business information in line with compliance and data protection policies.

Content Writing Intern

Latest Series, Trivandrum, Kerala, India

Duration: **2022 – 2023**

- Wrote 50+ SEO-optimized entertainment articles using WordPress.
- Conducted keyword research and integrated target terms to improve ranking.
- Ensured content quality through proofreading, plagiarism checks, and formatting.
- Collaborated with editors to meet weekly publication deadlines.

Education

- **Master of Business Administration (MBA)**
Indira Gandhi National Open University
(IGNOU), 2023 – Present
- **Bachelor of Commerce (Honors)**
Sri Sathya Sai Institute of Higher Learning, Deemed University
2019 – 2022
- **Senior Secondary (Commerce Stream)**
St. Thomas Higher Secondary School
2018 – 2019

Certifications & Training

- **Business Communication**
(MyCaptain, Bengaluru)
- **Entrepreneurship**
- **Digital Marketing**
- **Marketing and Advertising**
- **Search Engine Optimization**

Languages

- English
- Hindi
- Tamil
- Malayalam

Content Writing Intern

Theoptimes, Trivandrum, Kerala, India

Duration: **2021 – 2022**

- Created engaging pop culture and entertainment content aligned with SEO standards.
- Researched topics and drafted articles using Grammarly and other editing tools.
- Managed formatting and internal linking for articles published on CMS platforms.
- Supported content team in maintaining consistency in tone and accuracy.