RANJITH KD

WAYANAD KERALA INDIA, 673581

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**SUMMARY**

Hardworking employee with customer service, multitasking and time management abilities.

Devoted to giving every customer a positive and memorable experience. Handling Account section and purchasing as well as sales.

**SKILLS**

* Financial Reporting
* Accounting and Bookkeeping
* Account Reconciliation
* Administrative Support
* ERP Accounting
* Customer Relations
* MS Office Suite
* Problem-Solving Skills
* Verbal and Written Communication
* Customer Service-Oriented
* Employee Motivation
* Business Development

**EXPERIENCE**

*ACCOUNTANT, 08/2023 – Current*

*T.NARAYANAN VEGETABLES AND FRUITS , KOZHIKODE , INDIA*

* Managed accounts receivable and payable, reconciled bank statements, and prepared financial reports.
* Performed general ledger reconciliations on a timely basis.
* Monitored supplier performance to ensure timely deliveries of goods and services in accordance with quality standards.
* Greeted customers and provided exceptional customer service.
* Provided accurate information about products, prices and services.
* Provided administrative support to the executive team, including scheduling meetings and managing calendars.
* Monitored daily workflow to ensure adherence to established policies and procedures.
* Established clear expectations for employees, providing guidance when needed.

*CUSTOMER RELATIONSHIP OFFICER, 02/2021 – 04/2023*

*EBEN TELECOM , COIMBATORE , INDIA*

* Developed customer service policies and procedures to ensure consistent and professional customer interactions.
* Provided technical assistance to customers in order to resolve their inquiries or complaints quickly and efficiently.
* Answered customer inquiries and provided accurate information regarding products and services.
* Provided excellent customer service to resolve customer complaints in a timely manner.
* Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.
* Engaged in conversation with customers to understand needs, resolve issues and answer product questions.
* Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
* Developed relationships with customers to increase sales of bank services.

***DATA ENTRY OPERATOR, 04/2020 – 02/2021***

***FLIPKART , COIMBATORE , INDIA***

* Organized warehouse space by rearranging products on shelves, racks and bins according to size, weight, type and other specifications.
* Packed goods for shipment in accordance with customer instructions.
* Operated a variety of material handling equipment including electric pallet jacks, hand-held scanners, shrink wrap machines and conveyor system.
* Checked all outgoing shipments to ensure accuracy prior to dispatch.
* Maintained stock levels in accordance with company policies.
* Organized warehouse space for efficient storage of products.
* Inspected damaged goods prior to disposal or return to vendor.
* Maintained accurate records of incoming and outgoing shipments.

**EDUCATION AND TRAINING**

|  |  |  |  |
| --- | --- | --- | --- |
| **UNIVERSITY OR SCHOOL** | **COURSE OR SUBJECT** | **YEAR OF STUDY** | **PERCENTAGE EARNED** |
| BHARATHIAR UNIVERSITY CIMBATORE | MBA HRM | 2021-2023 | 60% |
| NEXT STEP LOGISTICS MANAGEMENT | LOGISTICS MANAGEMENT | 2018 | 95% |
| BHARATHIAR UNIVERSITY CIMBATORE | BBA CA | 2015-2018 | 60% |
| GHSS VADUVANCHAL | HSE | 2013-2015 | 71% |

**LANGUAGES**

|  |  |
| --- | --- |
| **LANGUAGES** | **LEVEL OF PROFICIENCY** |
| ENGLISH | INTERMEDIATE |
| MALAYALAM | MASTERY |
| TAMIL | ADVANCED |
| HINDI | BEGINNER |