

# RINCY K.R

Accounts & Administration



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Kerala, India

## SUMMARY

Detail-oriented and highly organized professional seeking a challenging role in accounts, administration, or reception. With a strong background in managing administrative tasks, maintaining accurate records, and providing excellent customer service, I aim to contribute my skills in optimizing office efficiency and fostering positive client relationships. Eager to leverage my expertise in bookkeeping, data entry, and office management to support the team and contribute to the success of the organization.

## SKILLS

- Customer Relations
- Financial Reporting
- Account Reconciliation
- Administrative Support
- Accounting and bookkeeping
- Bank Reconciliation
- Accounting Software's
- Cash Handling
- Record preparation
- Meeting Coordination
- Cash flow management
- Front Desk Management

## SOFTWARE PROFICIENCY

- Tally
- Ms Excel
- Ms Word
- Ms PowerPoint

## WORK EXPERIENCE

### Client relation and Operation co-ordinator

Mediaone Express Network | April 2024 - October 2024.

- Build and maintain strong relationships with clients, ensuring their needs are understood and met. Serve as the primary point of contact for client inquiries, concerns, and feedback.
- Oversee daily operations to ensure smooth and efficient workflow, coordinating between various departments to meet client expectations and achieve business goals.
- Led and trained customer service teams to deliver exceptional service, resolving client issues promptly and effectively to maintain high levels of satisfaction.
- Identify areas for process optimization and implement strategies to enhance operational efficiency, reduce costs, and improve service delivery.
- Manage client accounts, including billing, contract renewals, and financial reporting, ensuring accuracy and timeliness in all transactions.
- Supervise and mentor team members, fostering a collaborative and productive work environment. Provide ongoing training and support to enhance their skills and performance.
- Contributed to the initial planning and launch activities for a new brand startup.
- Collaborate with senior management to develop and implement business strategies that align with client needs and company objectives.
- Ensure all operations adhere to industry regulations and company policies, mitigating risks and maintaining a high standard of service quality.

Counter Service Clerk Cum Customer Service

T.Choithram & Sons LLC, UAE | October 2022 - August 2023

- Greet and assist customers, address inquiries, and provide accurate information about products and services.
- Process payments, refunds, and exchanges efficiently while maintaining accuracy in cash and card transactions.
- Handle customer complaints or issues professionally, ensuring prompt resolution and customer satisfaction.
- Maintain records of daily transactions, manage inventory, and update databases as required.
- Promote products or services, upsell when appropriate, and ensure the counter area is organized and presentable.

Administrative Assistant

Zedwell Healthcare Distributors, Thiruvalla, Kerala, India | December 2020 – March 2022

- Provided essential administrative support for office operations, including scheduling, data entry, and document management.
- Maintained polite and professional communication with clients and colleagues across phone, email, and in-person interactions.
- Prepared meeting agendas, recorded detailed minutes, and distributed action items to ensure productive meetings.
- Accurately inputted data into databases and spreadsheets, maintaining organized records using Microsoft Excel and Google Sheets.

EDUCATION

Bachelor of Commerce

2017 - 2020

Mahatma Gandhi University | Parumala Mar Gregorios College, Thiruvalla, Kerala, India

Higher Secondary (Plus Two)

2015 - 2017

State Board of Higher Secondary Education | S.C.S Higher Secondary School Thiruvalla, Kerala, India

CERTIFICATIONS

Tally and Ms Office

Jan 2022- April 2022

G-tech Computer Education Thiruvalla, Kerala, India

SOFT SKILLS

- Communication
  - Time management
  - Attention to Detail
  - Analytical and Problem solving
- Leadership Skills
  - Product Knowledge
  - Team work
  - Multi-Tasking

LANGUAGE PROFICIENCY

English



Malayalam



Hindi



Tamil



ADDITIONAL INFO

- DOB : 01/04/2000
  - Nationality : Indian
- Passport No : V5713871
  - Date of Expiry : 21/12/2031

DECLARATION

I hereby declare that the facts given above are genuine to the best of my knowledge and belief.

RINCY K.R