



NIHARIKA KISHORE

CONTACT NO.- 6370497748

OBJECTIVE

Account Executive with almost 7 years of experience, passionate about modern marketing and strategies. Bringing extensive experience in successfully managing clients relationship and using data for decision making. Customer services specialist with extensive management experience, handle large volume of customer interactions per day. Memorized all company products and services to be able to answer customer questions quickly and efficiently and increase upsells. Sales excellence in B2B market as well as B2C. Familiar with accounting and major customer service software, conflict resolution and possess a positive attitude. Bringing forth a motivated attitude and a variety of powerful skills and Committed to utilizing my skills to further the mission of a company.

EXPERIENCE

ACCOUNTS EXECUTIVE AND CUSTOMER SERVICE-FROM 2018 TO 2025

AT RANISATI LUBRICANTS AND AUTOMOBILES

- Maintaining all voucher entries including the sales and purchases.
- Ensuring and verifying the transactions.
- Maintaining Bank reconciliation.
- Maintaining the cashflow.
- Managing the inventory.
- Ensuring to resolve the queries raised by the venture leads.
- Resolving customer queries.
- Frontdesk management.
- Phone etiquette
- Accounts payable
- Accounts receivable

Worked to ensure a positive and hassle-free customer experience. Settled any customer disputes in a professional and pleasant manner. Brought forth excellent customer service skills and a commitment to customer satisfaction.



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EDUCATION

BACHELORES OF COMMERCE • APRIL 2009 • DALMIA COLLEGE

Scored 52% with Honors

I.COM • APR 2006 • DALMIA COLLEGE

Scored 60% with Honors

PERSONAL DETAILS

ADDRESS- Traction Colony, Anganwadi road, Rajgangpur
Sundargarh -770017, Odisha

DATE OF BIRTH- 20/03/1988

LANGUAGE PROFICIENCY- Englis, Hindi, Odia

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