

OBJECTIVE

Proficient and analytical Billing Representative seeking to become as asset to a company and its customers through efficient billing processes. Expert at being helpful yet firm in all customer relations.

EXPERIENCE

Kidsmall thavakkara

2017 - 2020

Sales cum billing

Provided efficient customer service to 100+ clients weekly and assisted in all aspects of product offering and services.

Suggested suitable products to client based on requirements.

Implemented problem solving skill to determine solution for clients in escalated situations. Maintaining a 99.9% of customers satisfaction rating.

Devised comprehensive needs assessment mechanism to recognize the demand for plan and services.

Drive sales through engagement with customer, suggestive selling and sharing products knowledge.

Contributing to 100+ in weekly sales.

Exceed all set sales goals by 5%+ while providing outstanding customer service, which has enhanced firm's revenue and sales target.

Input customer data and payments into billing system.

Answered customer inquiries regarding billing.

Prepared annual reports of assigned customer accounts to superiors for review.

Family wedding centre , Kannur

December 17 - Continuing

Customer care Executive

Customer care executives analyze customer purchasing habits, returns, and complaints to make adjustments to their customer care strategy as necessary. They also analyze the communication cycle between their staff and customers using client relationship management software.

EDUCATION

Kerala State Board

2012

Higher Secondary Education

85%



SAJISHA C

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SKILLS

Exceptional mathematics and accounting skills for quick and easy calculations, Organized and thorough in all paperwork and data entry, Excellent customer service skills both on the phone and in person, Efficient in time management and multitasking, Professional yet personable demeanor upheld at all times.

Kerala University

2015

BCOM

80%
