

V GANESH

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# SUMMARY

Over twenty years’ of experience in general office procedures, Administration, Customer service and Accounts (amount payable and receivable). In depth knowledge in office management principles and considerable experience in MIS. A result oriented professional with immaculate track record on the market, using outstanding customer service practices for building strong business relationships with customers.

Effectively managed office operations and accounts payable, utilizing the following skill sets:

* Computer Proficiency: In depth knowledge of Microsoft Office software.
* Ability to learn new software applications.
* Communicate effectively with staff/executives – Effective verbal/written communication skills.
* Attention to detail, excellent planning, organizing and time management skills.
* Customer-service orientation.
* Reliability.
* Commitment to high quality standards of accounting work.
* Top organization, communication, numerical and analytical skills.
* Detail-oriented approach towards every transaction.

# OBJECTIVE

To consistently contribute my knowledge, computer skills and loyalty, to the betterment of the organization.

# WORK EXPERIENCE

**ECO CHEM LABORATORIES (P) LTD (Asst. Manager (Administration & HR) from Jan’2016 to Feb’2018)**

* Coordinated with various departments such as shipping and procurement for the international shipment
* Approved for payments on the freight invoices and the other invoice payment issues
* Interpreted and followed the export procedure as per the customer’s contract.
* Assist the HR manager in planning of Organizational recruitment.
* Make the joining documents of the newly recruited persons and convey the Policies and rules of the company to them.
* Maintain the records of employees and track the daily attendance of the employees

**TCS LTD (Contract Assignee, June 2013 to Dec 2015)**

* Managed the payments made by the company to vendors – Compared and verified the records and bills of vendors and issued payments.
* Maintained records of all payments made – Ensured the accuracy of the amounts entered in the records and invoices of the firms.
* Set appointments with the vendors by phone and in person to discuss the bills payable when necessary.
* Sorted issues with figures and incorrect amounts entered in the bills/invoices.
* Assisted the accounting departments to complete various vendor account transactions.
* Received all vendor calls; sorted and responded to queries regarding payments.
* Assisted the finance department with closing balances.
* Received Payments from the Customers in the form of DD and deposited in Bank.

CHARTERED ACCOUNTANT FIRM (Account Assistant, Nov 2012 – May 2013)

* Assisted the firm in acquiring new businesses by generating new leads.
* Assessed potential business opportunities and deals.
* Managed the relationships with established/new clients – Maintained cordial relationships with suppliers and distributors.

**NIIT LTD (Officer Business Administration Support, Apr 2005 – Oct 2012)**

Expertise in business administration, record keeping, planning, policies, procedures, researching, scheduling, and related responsibilities to ensure productive operations.

* Efficiently responded to internal and external customer requests via phone, chat and email.
* Performed first-level core troubleshooting on software system problems and delivered accurate technical solutions.
* Managed customer support queries daily.
* Provided customers with on-the-spot solutions.
* Receiving payments from customers in the form of cash, cheque, and credit card.
* Recording receipts in cashbook on daily basis.

As a Stores in-charge I have issued the Course Books, Net books to the customers and maintaining separate register apart from feeding data in the computer.

**Achievements:**

Award of Excellence (2010-11)

Certificate of Excellence 2010

**Deccan Softlab Pvt Ltd - NIIT Ltd (Cashier Cum Administration, Jul 1999 – Mar 2005)**

* Processed transactions quickly and efficiently – Maintained a friendly and cordial relationship with the customers by cheering them and assisting them with all relevant issues.
* Provided customers with outstanding service and assisted them in solving their queries and doubts.
* Maintained registers and all books related to cash transactions and kept them up to date.
* Processed Refunds to the clients as and when required.
* Receiving payments from clients in the form of cash, cheque and credit card.
* Analyzing and submitting the revenue of the franchise and receiving the appropriate monthly share from NIIT Ltd.

As a Stores in-charge I have issued the Course Books, Net books to the customers and maintaining separate register apart from feeding data in the computer.

**Achievements:**

Dream Team (Oct-March’05)

Special Award (July-Sep’04)

**Nalli Silk Sarees – Delhi (Trainee Cashier, Aug 1998 – Feb 1999)**

* Maintaining, recording depositing and reporting all kinds of Cash Transactions of the company.
* Receiving payments from customers for goods sold.

**Bhagavathy Documentation LTD (Clerk, July 1997 – July 1998)**

* Typing of Stamp paper documents and maintaining records

**Scope Marketing Pvt Ltd (Assistant Librarian, Apr 1996 – Jun 1997)**

* Documented proper records of books issued to readers as per current date, date for return and fine on overdue books.
* Recording the paper information in the file.

# EDUCATION

**Bachelor of Commerce** (University of Madras 1999)

**Diploma in Software Engineering** (Computer Point 1998)

# SKILLS

* Well versed with MS office (MS Word, MS Excel, MS PowerPoint)
* Knowledge in Tally ERP 9 and Sap FIFCO
* Working Knowledge in Oracle
* Internet Savvy
* Typewriting Higher Second class

Date of Birth: 10 Oct 1975

Passport No: M1718637

Father’s Name: S.Vaidyanathan (Retd. Oriental Ins.Co.)

Signature: V Ganesh