



Antony Princy

Customer Services &
Accountant

Work Experience

Customer Service Representative Oct 2023 - Present

Khidmah & Provis Management

- Managing all customer inquiries, feedback, and complaints in a timely and professional manner
- Providing personalized assistance to customers to ensure their needs are met effectively
- Processing orders, payments, and returns accurately and efficiently
- Maintaining a high level of product knowledge to provide accurate information to customers
- Building and maintaining strong relationships with customers to enhance loyalty and satisfaction
- Collaborating with the owner to address customer concerns and improve service delivery
- Documenting customer interactions and feedback to identify trends and areas for improvement
- Handling escalated customer issues with tact and diplomacy to achieve satisfactory resolutions
- Adhering to company policies and procedures while delivering exceptional service to customers
- Continuously seeking opportunities to enhance the customer experience and contribute to the company's success.

Assistant Accountant & Cashier 2021 - 2023

Aachis Home Restaurant - Abu Dhabi

- Managing financial transactions, including processing payments, issuing receipts, and handling cash accurately
- Balancing cash registers and reconciling daily sales transactions
- Maintaining accurate records of daily sales, expenses, and inventory levels
- Preparing financial reports, such as profit and loss statements, for management review
- Monitoring and controlling costs to ensure profitability and efficiency
- Collaborating with the kitchen and serving staff to ensure accurate billing and timely payment processing
- Handling customer inquiries and resolving any billing discrepancies or issues
- Assisting with inventory management, including tracking stock levels and ordering supplies as needed
- Adhering to accounting principles and restaurant policies to ensure compliance with regulations
- Contributing to the overall success of the restaurant by providing excellent customer service and financial management support.

Contacts

+971-5637-14164

antonyprincy26@gmail.com

Abu Dhabi, UAE

Indian

About Me

Seasoned professional with a comprehensive background in both accounting and customer care service. Proficient in financial analysis, budget management, and reporting, with a keen eye for detail and accuracy. Skilled in providing exceptional customer service, resolving inquiries efficiently, and maintaining positive client relationships. Adept at multitasking, problem-solving, and communicating complex financial information effectively. Seeking to leverage my diverse skill set and drive success in a challenging and dynamic work environment.

Education

MBA - HR and Finance

Auxilium College Vellore

2018

BBA

Women's Christian College Chennai

2016

Accountancy

Cluny Matric. Hr. Sec. School Vellore

2013

Exceljuta Company - India

- Overseeing the recruitment and onboarding process, including sourcing candidates, conducting interviews, and facilitating orientation programs
- Managing employee relations, including resolving conflicts, conducting investigations, and implementing disciplinary actions when necessary
- Administering employee benefits programs and ensuring compliance with legal requirements
- Developing and implementing training and development programs to enhance employee skills and performance
- Collaborating with management to address HR-related issues and support organizational goals
- Continuously evaluating and improving HR processes and procedures to enhance efficiency and effectiveness.

- Excellent communication skills,
- Strong problem-solving abilities
- Exceptional interpersonal skills
- Proficiency in using customer service software
- Ability to multitask and prioritize tasks
- Empathy and patience
- Proficient in financial analysis, budgeting, and reporting
- Strong attention to detail and accuracy
- Knowledge of accounting principles and practices
- Ability to reconcile cash registers and maintain accurate financial records
- Skilled in processing payments, handling cash, etc.
- Familiarity with POS systems and accounting software
- Proficient in financial analysis and reporting
- Strong knowledge of accounting principles and practices
- Experience in loan processing and documentation
- Ability to assess creditworthiness and analyze financial statements
- Excellent attention to detail and accuracy in data entry
- Effective communication skills for interacting with clients and colleagues
- Ability to work efficiently under pressure and meet deadlines consistently.

Accountant in Loan Department

2018 - 2019

HDFC Bank - India

- Analyzing and evaluating loan applications to determine creditworthiness and risk assessment
- Reviewing financial statements, credit reports, and other relevant documents to assess borrowers' financial health
- Calculating loan amounts, interest rates, and repayment terms based on established guidelines and regulations
- Monitoring loan portfolios to ensure compliance with internal policies and regulatory requirements
- Performing financial analysis and forecasting to assess the performance of loan products
- Collaborating with loan officers, underwriters, and other stakeholders to facilitate the loan approval process
- Preparing loan documentation, including promissory notes, loan agreements, and security agreements
- Conducting periodic reviews and audits of loan accounts to identify potential risks and discrepancies
- Providing financial advice and guidance to borrowers on loan terms, repayment options, and financial planning
- Maintaining accurate records and documentation of loan transactions in accordance with banking standards and procedures.

Internship Program**Tata Consultancy Services LTD Chennai - India**

- Utilized data analytics to assess the effectiveness of HR policies and recommended improvements to enhance employee engagement and productivity
- Conducted regular audits to monitor policy compliance and provided guidance and training to employees on policy interpretation and application.
- Collaborated with cross-functional teams to review and update HR policies in response to legislative changes and business requirements.
- Investigated and resolved policy violations and conflicts in a timely and impartial manner, maintaining a fair and equitable work environment.

Cameo Corporate Services Limited - India

- Led end-to-end recruitment processes, including job posting, sourcing candidates through various channels, screening resumes, conducting interviews, and negotiating offers to attract high-caliber candidates.
- Managed relationships with external recruitment agencies, universities, and job boards to build a strong talent pipeline and enhance the employer brand.
- ETC