



PRINCE SAM

CONTACT ME

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Sharjah, UAE

PERSONAL INFO

Nationality : Indian
Gender : Male
Date of Birth : 11/06/1999
Passport No. : V9522105

EDUCATION

◆ Bachelor of Business Administration

Bangalore University, India

KEY SKILLS

- Financial Reporting
- Bank Reconciliation
- Customer Service
- Complaint Handling
- Financial Statements
- Administrative Support
- Accounts Payable & Receivable
- Cash Flow Management
- Accounting & Bookkeeping
- Auditing Procedures
- Database Management
- Relationship Building
- Teamwork & Collaboration

SOFTWARE PROFICIENCY

- MS Office
Word | Excel | PowerPoint | Access

LANGUAGES

- English
- Hindi
- Malayalam
- Tamil

PROFILE SUMMARY

Results-oriented professional with **over 3 years** of experience in accounts, cashier and customer service roles. Proven ability to manage financial transactions, process payments, maintain accurate records and provide exceptional support to clients. Strong analytical skills paired with a commitment to enhancing customer satisfaction. Adept at collaborating with teams, handling cash registers, and adapting to fast-paced environments, ensuring seamless operations and positive client interactions. Seeking to leverage expertise to contribute effectively to a dynamic organization.

WORK EXPERIENCE

◆ Financial Reporting Accountant & Cashier

Medi Herbs Spices & Ayurvedic Garden

Feb 2023 - Sep 2024

Duties and Responsibilities

- Perform monthly reconciliations of bank accounts, accounts receivable, accounts payable, and other relevant accounts to ensure accuracy.
- Accurately process cash, credit and debit transactions, ensuring proper handling of all forms of payment.
- Maintain organized and up-to-date financial records and documentation for all transactions, including invoices, receipts and payments.
- Prepare and issue invoices to clients accurately and in a timely manner.
- Maintain and balance cash drawer at the beginning and end of shifts, ensuring all transactions are accounted for.
- Provide excellent customer service by assisting customers with transactions, answering queries and resolving issues.
- Implement recommendations from audit findings to improve financial processes.

◆ Senior Customer Service Associate

JindalX Intellicom Limited, Bangalore, India

Apr 2021 - Dec 2022

Duties and Responsibilities

- Resolve customer complaints and issues effectively, ensuring a high level of customer satisfaction.
- Monitor and report on team performance metrics and suggest areas for improvement.
- Mentor and support junior customer service associates, fostering a positive and productive team environment.
- Stay updated on industry trends and best practices to enhance service delivery.
- Maintain in-depth knowledge of company products and services to provide accurate information and support to customers.
- Build and maintain strong relationships with key customers to encourage loyalty and repeat business.