Sushmita Pandey

7999129857 - sushmitapandey028@gmail.com

Dear Hiring Manager,

I am writing to express my interest in this position at your esteemed firm. With a strong background in customer service, digital marketing, project management, and financial accounting, I am confident that my skills and experience make me a perfect fit for your team.

During my tenure at HDFC Bank, I played a key role in enhancing customer satisfaction and improving operational efficiency as an Assistant Manager. I have honed my ability to collaborate across departments, optimize processes, and manage teams effectively. In addition, my experience with Tally ERP 9 has given me a deep understanding of financial accounting, including ledger management, bank reconciliation, and generating key financial reports.

Furthermore, my time with LawSikho as an Associate and my involvement in digital marketing projects have allowed me to refine my skills in project management and keyword optimization, helping drive visibility and engagement for various products.

I am eager to bring my diverse skill set, strong work ethic, and passion for excellence to this company. I look forward to the opportunity to contribute to your team and help drive success.

Thank you for considering my application.

With regards,
Sushmita Pandey

Sushmita Pandey

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Linkedin

- https://www.linkedin.com/in/sushmitatiwari-70959215a

Summary

I am a dynamic professional with experience at HDFC Bank and LawSikho, specializing in customer satisfaction, digital marketing, project management, and financial accounting using Tally ERP 9. I excel at team collaboration, optimizing processes, and driving business growth through strategic planning, digital marketing, and strong organizational skills.

Experience

Lawsikho   July 2023 to Current
Associate

- Worked and collaborate with placements Team of LawSikho members to efficiently complete projects and tasks.
- Coordinated with member of different department to achieve results. Worked with various Team and Coordinated on different projects
- Developed an online platform for tracking the progress of each trainee throughout their program.

HDFC Bank (Lucknow)   January 2023 to March 2023
Assistant Manager (Welcome Desk)

- Evaluated individual and team business performance and identified opportunities for improvement.
- Established processes for monitoring customer satisfaction levels.
- Communicated regularly with customers to gain insights into their needs.

HDFC Bank (M.P)   December 2021 to January 2023
Assistant Manager (Teller)

- Identified opportunities to refer customers to other areas of the bank for additional services.
- Continuously updated knowledge about banking products, services, policies and regulations.
- Answered customer inquiries regarding bank products and services.

Locus Rags (Indore)   December 2020 to December 2020
Senior Content Writer

- Edited and proofread content produced by team members, maintaining high quality standards.
- Provided timely information and work output to supervisors and team members.
- Applied strong writing, editing and proofreading abilities to each assignment to produce best possible content.

Locus Rags (Indore)   November 2019 to March 2020
Research Analyst

- Obtained copyrights for completed work using established procedures.
- Prepared and formatted work for publication and submitted to printers or publishers.
- Completed time-sensitive writing assigned on short notice and consistently met deadlines.

E-Vitamins Business Consultancy   July 2018 to August 2018
Training in E-Commerce
  - Use Amazon's flat file templates to bulk upload product data, ensuring accurate titles, descriptions, pricing, and images for efficient cataloguing.
  - Research and integrate relevant keywords into titles, descriptions, and backend search terms, while leveraging Sponsored Products ads to increase visibility and drive traffic.
  - Optimize Nirlon product pages with strategic keyword placement for SEO, and enhance customer navigation by linking related products to boost cross-selling and sales.

Financial & Computerized Accounting On Tally. ERP 9 Appin   January 2017 to March 2017
Internship
  - Tally ERP 9 allows users to create and manage ledgers, record transactions through vouchers, and automatically post entries, streamlining day-to-day accounting activities.
  - Tally generates key financial reports such as Balance Sheet, Profit & Loss statement, and Trial Balance, providing accurate and timely insights into business performance.
  - Tally offers automatic bank reconciliation, matching recorded transactions with bank statements, and supports electronic payments for suppliers and tax obligations, enhancing banking efficiency.

Education

DAVV   January 2019
MBA
Indore

Barkatullah University   January 2017
B.Com: Taxation

SRI SATHYA SAI VIDYA VIHAR   January 2014
H.S.C.

SRI SATHYA SAI VIDYA VIHAR   January 2011
S.S.C.

Hobbies and Interests

  - Playing synthesizer
  - Dance
  - Writing poems

Skills

  - Photoshop
  - Sales expertise
  - Digital Marketing
  - Risk Management
  - Optimized Keyword Usage
  - Google drive
  - Project management
  - ChatGPT
  - MS word
  - MS Excel