



# POOJA NAGESH



24<sup>th</sup> August 1998



+91 94834 66800



[poojanagesh2408@gmail.com](mailto:poojanagesh2408@gmail.com)



203, Prakruthi residency, Yekkuru, Mangalore

## About Myself

Experienced and passionate about providing customer service and bettering the customer experience. Enthusiastic and personable individual who enjoys working with people and building long lasting relationship. Dedicated to bettering the customer experience with reliable product education, timely assistance, helpful feedback and respectful conflict management response.

## Skill Highlights

### Soft skill

- Confident Communicator
- Strong decision maker
- Attention to detail
- Complex analyst

### Hard Skill

- Online payment analyst
- Advanced Microsoft Excel
- Taxation and finance
- Data analysis

## Languages & Hobbies

- English - Fluent
- Kannada – Fluent
- Hindi – Fluent
- Tulu – Fluent
- Dance
- Cooking
- Drawing
- Serving Needy

## Experience

### Narayana Coaching Centre - August 2024 to now

- **Senior Admission Counsellor** – Understanding the student’s academic background, goal and preferences to suggest the best course, provide career options, admission process & promoting brand. After sales support and monitoring student progress.

### Aerodynamiks Academy - May 2023 to July 2024

- **Business Development Executive & Admission Counsellor** – Developing strategies to promote business, providing seminar & workshops to target audience. Managing Marketing and sales.
- Addressing inquiries from prospects, Staying updated on aviation industry. Overall operations of Mangalore academy.

### Axis Bank Pvt Ltd - Jan 2023 to May 2023.

- **Assistant Manager**- associated with numerous customers’ professionally, to provide product information and service.

### Winman Software India LLP – Dec 2021 to Dec 2022.

- **Finance Executive** - Online Payment transaction analysis, finance analyst, accounting & book keeping, ensuring financial accuracy.
- Taxation Software testing, ensuring all standard of IT return are maintained. Drafting notices to customers.

## Achievements

1. District Leo President 2017-18 - Lions Clubs International, Member since 2005.
2. Organised District Level Badminton tournament 2017 in my presidentship
3. Presented paper in an international conference on “Role of banks in promoting Entrepreneurship” - Held at St. Agnes College 4<sup>th</sup> & 5<sup>th</sup> Jan, 2019.
4. Bagged “Miss Unique” (first prize) in preparation for civil service & competitive exam workshop - Held at St. Agnes College 31<sup>th</sup> Jan to 2<sup>nd</sup> Feb, 2019.
5. Organised Blood donation camp at Tejaswini hospital & in Sarosh Institute of hotel administration 2017.
6. Promoting clothing industry to customers since childhood & gaining customer trust.

## Education & specialisation

- **IIM Visakhapatnam** – Currently pursuing weekend batch - Executive Certificate program in Advanced strategic Human Resource Management.
- **University College of Mangalore** - Master’s in Commerce with specialisation in taxation.