

RITIKA

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PROFILE

Motivated and customer-focused professional with experience in chat-based client engagement, product promotion, and lead conversion. Skilled in upselling, cross-selling, and delivering personalized support to enhance customer satisfaction and meet organizational goals. Strong communication and problem-solving abilities with a proven record of maintaining positive client relationships and achieving performance targets.

Experience

08 August
2024– 8
November
2025

Lenskart Solutions Limited. (Fashion Consultant)

- Managed customer interactions via chat, handling both sales inquiries and support issues.
- Drove conversions through product recommendations, upselling, and cross-selling.
- Resolved complaints, billing, and order-related queries with empathy and efficiency.
- Achieved sales targets and high customer satisfaction (CSAT) consistently.
- Balanced persuasion and problem-solving to ensure both revenue growth and retention.

Education

Pursuing

Indira Gandhi National Open University, IGNOU

M.Com [Pursuing]

2019-2022

Satyawati College, Delhi University

B.Com [2019 – 2022]

Graduated from Delhi University with 6.6 CGPA.

Govt. Girls Senior Secondary school, Quadipur.

XII - 2019

Completed senior secondary education from CBSE board with 76%.

X – 2017

Completed secondary education from CBSE board with 88%.

Skills

- **Proficient in Microsoft Office Suite:** Advanced Excel, Word, and PowerPoint – skilled in data handling, reporting, and presentation creation
- **Accounting Software Knowledge:** Experienced with Tally ERP-9 and Busy for financial recordkeeping and MIS reporting.
- **Domain Expertise:** Account Management, Client Relationship Management, financial statement Analysis, Sales Conversion, Upselling & Cross-selling Accounting & Bookkeeping, GST registration & Compliance Management, Audit Support & Financial Reporting

HOBBIES

- Learning new things
- Music