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SUMMARY

Results-driven finance and customer service professional with over two years of diverse experience in financial operations, administrative support, and office management. Known for excellent customer service and persuasive communication skills, often praised by clients and colleagues alike. Proven ability in handling client invoices, credit control, and volunteer management. Skilled in Sage, Tally, QuickBooks, and Microsoft Excel. Committed to enhancing customer satisfaction, streamlining workflows, and achieving organizational objectives with high accuracy and efficiency.

SKILLS

- Financial Reporting
- Sage Accounting
- Microsoft Excel
- Customer Service
- Payroll Processing
- QuickBooks
- Bank Reconciliation
- Invoice Preparation
- Team Collaboration
- Analytical Skills
- Multitasking

CHAITANYA OHRI

EXPERIENCE

July 2024 - September 2024

F&B Associate St. James Court Taj | London

- Served as an Order Taker in In-Room Dining (IRD), handling guest orders accurately and ensuring timely service
- Delivered high-quality food service, ensuring all dietary requirements were met
- Enhanced guest satisfaction through proactive service and attentive food handling
- Maintained cleanliness and operational standards, achieving positive guest feedback

December 2023 - July 2024

Back of House Nandos | London

- Provided exceptional service, managed transactions, and resolved issues with team collaboration
- Ensured smooth operations, consistently meeting customer satisfaction benchmarks

February 2023 - May 2023

Assistant Manager Scope UK | London

- Led daily operations and managed a team of 3, increasing profits by 4%
- Expanded customer base by 5% and met monthly donation targets
- Directed volunteer recruitment and conducted financial transactions, maintaining financial accuracy

June 2020 - October 2022

Accounts Assistant Solitaire Foods | India

- Company Overview: India
- Processed client invoices and credit notes, streamlining sales ledger processes
- Conducted reconciliations for over 1,300 transactions monthly, reducing outstanding invoices by 56%
- Managed payroll, resolved invoice disputes, ensuring timely payments and 95% customer satisfaction
- Enhanced reporting by compiling financial reports and improving workflow by 6%
- India

September 2018 - August 2019

Head of Marketing Altiora EMS | India

- Company Overview: India
- Developed marketing strategies for events, increasing attendance and revenue
- Recruited, trained, and managed a marketing team, ensuring successful execution of campaigns
- Raised over £14,750 through organized events and managed volunteer engagement
- India

CERTIFICATIONS

- Advanced Excel Certified, Sidhu Infotech
- Tally Certified, CACMS
- QuickBooks Certified, CACMS
- Sage Business Cloud Accounting Certified, Anglia Ruskin University

WEBSITES, PORTFOLIOS AND PROFILES

<https://www.linkedin.com/in/chaitanya-ohri-97bb271>

EDUCATION

08/2020

Bachelor of Business Administration | Management
Lovely Professional University, Phagwara, Punjab

05/2024

Master of Science | Accounting and Finance
Anglia Ruskin University, Chelmsford