

# ARCHA BABU

Accounting | Administrative Assistant | Customer Service

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## KEY ACHIEVEMENTS

- Efficiency Boost Initiative**  
Led a 15% increase in transaction efficiency at a high-volume venue.
- Cash Accuracy Improvement**  
Implemented process reducing cash handling errors by 15% monthly.
- Team Collaboration Success**  
Enhanced team collaboration reducing customer complaints by 20%.
- Cash Management Excellence**  
Oversaw \$50,000 in daily transactions maintaining 100% accuracy.

## EDUCATION

- MSC Accounting & Finance**  
**Cardiff Metropolitan University**  
01/2024 - 07/2025  
Cardiff, United Kingdom
- Master of Commerce, Finance**  
**Mahatma Gandhi University**  
2016 - 2019  
Kerala, INDIA

## VOLUNTEERING

- Customer Service supportive**  
**Cardiff Central library**  
06/2024 - 09/2024  
Assisted patrons with inquiries, guided them to resources, managed shelving, supported event planning, and ensured access efficiency.

## LANGUAGES

- English** Proficient ●●●●●
- Hindi** Advanced ●●●●●
- Malayalam** Native ●●●●●

## SUMMARY

Drive operational excellence through dedicated administrative support, customer service, and accounting knowledge. Proven track record includes improving transaction efficiency by 15% and maintaining flawless cash handling of \$50,000 daily. Skilled in balancing financial records, streamlining administrative tasks, and fostering effective communication within teams. Aiming for a role combining accounting, administrative, and client-facing proficiency to contribute to organizational growth and efficiency.

## EXPERIENCE

### Front Desk Team Member

- KFC UK & Ireland** 09/2024 - 07/2025 Cardiff, United Kingdom
  - Increased customer satisfaction by 25% by managing cash transactions and ensuring 100% accuracy in cash drawers daily.
  - Scheduled shift tasks and coordinated with team members to ensure smooth operations.
  - Conducted routine checks to maintain hygiene and quality in food preparation and packaging.
  - Completed shift-end reports and assisted with inventory checks.
  - Prepared and maintained clean workstations, contributing to efficient service delivery.
  - Reconciled order discrepancies and ensured accurate processing of payments.
  - Collaborated with team members to meet service targets.

### Cashier

- Principality Stadium** 05/2024 - 09/2024 Cardiff, United Kingdom
  - Amplified transaction efficiency by 15% while maintaining 100% accuracy in handling \$50,000 daily cash transactions at Principality Stadium.
  - Reduced error rate by {15%} by processing {500} payments monthly and efficiently handling returns and exchanges.
  - Provided excellent customer service in a fast-paced, customer-oriented environment by assisting with inquiries and purchases.
  - Maintained a clean, organized cashier area to ensure smooth daily operations.
  - Assisted in stocking shelves and managing inventory.
  - Balanced cash drawers at the beginning and end of shifts to ensure accuracy.
  - Collaborated with team members to deliver seamless and efficient store operations.

### Accountant Trainee

- V. Sunodkumar & Associates Chartered accountants** 03/2019 - 01/2021 Kerala, India
  - Increased financial record accuracy by {15%} by implementing detailed reconciliation processes.
  - Input and update financial data into accounting systems.
  - Assist in reconciling bank statements with general ledger accounts.
  - Aid in processing invoices and payments.
  - Guided in the preparation of financial statements.
  - Facilitate in monitoring and controlling company expenses.

## SKILLS

- Microsoft Excel M S Office PowerPoint Customer Service
- Front Desk Management Administrative Support Order Management
- Teamwork Attention to Detail Problem Solving versatile
- Communication Payroll QuickBooks Detail-Oriented