

Deepika S



Personal details



Deepika S



deepikasuresh1029@gmail.com



+971 562079320



July 29, 2001



Female



Indian

Skills

Communication ●●●●●

Organization Skills ●●●●●

People Management ●●●●●

Problem-Solving ●●●●●

Flexibility & Adaptability ●●●●●

Ms Excel ●●●●●

Languages

English ●●●●●

Tamil ●●●●●

Malayalam ●●●●●

Hindi ●●●●●

Profile

With a solid foundation in both technology and commerce, I bring a unique perspective to relationship management. My educational background in Information Technology combined with my expertise in client relations enables me to effectively leverage data-driven insights to enhance customer experiences and drive strategic initiatives.

Education

BSC Information Technology

Bharathiar university

Jun 2019 - Jul 2022

HSE (Commerce with CS)

CMS Matriculation higher secondary school, Coimbatore

Jun 2018 - Mar 2019

SSLC

CMS matriculation higher secondary school, coimbatore

Jun 2016 - Jun 2017

Employment

Relationship officer

Inflow financing broker LLC

Dec 2023 - Present

- Consistently achieved and exceeded sales targets through strategic planning and relationship-building
- Managed a portfolio of clients, maintaining strong relationships to drive repeat business
- Coordinated with cross-functional teams to ensure seamless service delivery to clients.
- Developed and implemented personalized financial plans for clients, enhancing their overall satisfaction.

Relationship officer

Aeon commercial Brokers LLC

Jun 2023 - Dec 2023

- Managed and developed relationships with clients, ensuring high customer retention and satisfaction.
- Handled customer inquiries and resolved complaints efficiently, improving overall service ratings.
- Collaborated with internal teams to streamline client onboarding and service processes.

SME (Subject Matter Expert)

HRH Pvt Ltd

Jul 2022 - May 2023

- Acted as a knowledge expert on customer service processes, policies, and systems, supporting frontline teams with complex inquiries and escalations.
- Developed and maintained comprehensive documentation, SOPs, and internal knowledge base content to streamline issue resolution and improve consistency.
- Collaborated with quality assurance and training teams to identify knowledge gaps and deliver targeted coaching and support