







Deepika S







Personal details

-  Deepika S
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-  +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** Jun 2019 - Jul 2022
Bharathiar university
- HSE (Commerce with CS)** Jun 2018 - Mar 2019
CMS Matriculation higher secondary school, Coimbatore
- SSLC** Jun 2016 - Jun 2017
CMS matriculation higher secondary school, coimbatore

Employment

- Relationship officer** Dec 2023 - Apr 2025
Inflow financing broker LLC
- 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** Jun 2023 - Dec 2023
Aeon commercial Brokers LLC
- 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)** Jul 2022 - May 2023
HRH Pvt Ltd
- 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