**DEEPTHI**

Email: deepthi.313419@2freemail.com

**PROFILE SUMMARY**

Skilled and experienced Client Service Professional well versed in solving customer and client problems, handling product training and acting as liaison between customers and industries. Ready to ensure customers are always happy with services and products, resulting in company profits and enhanced reputation.

**KEY COMPETENCIES**

* Provider of exceptional level of customer service and account management.
* Provided feedback of the clients to the concerned departments and authorities so as to improve the services.
* Build up new business communications, prepare quotations and proposals, and strive to win contracts.
* Effectively meet deadlines, achieve targets and work under pressure.
* Adept at recording responses, client inquiries and suggesting solutions to improve products or services.
* Capable of building strong customer relationships through rapport and interaction.
* Can take detailed instructions, execute them and inject, as needed, fresh and innovative adjustments, resulting in goals that exceed expectations.
* Able to operate in a fast-paced dynamic environment, multi-tasking and accomplishing goals in sufficient manners.

**EMPLOYMENT HISTORY**

**Tanfeeth.**

**Four months experience, (July26-Nov30 2015)**

**Processing Team Member.**

**Bin DasmalGroup (DIP), Dubai** Aug 2013 to Sep 2014

**Sales and Customer Service Executive**

**RELATED JOB DESCRIPTION**:

* Managed the sales operation of the firm to accomplish business strategy goals.
* Promote and sell the company products.
* Attained sales goals and objectives through the key performance indicators (KPI’s)
* Prepared quotations as per the sales team requirements.
* Followed up with the customers for purchase orders.
* Prepared weekly sales report and invoices for the customers.
* Developed monthly and yearly sales and budget forecasts.
* Managed detailed database of potential clients and prospects, documented sales calls to facilitate follow up.

 Shared best practices and knowledge with colleagues and teams helping achieve the sales targets

 Ensured appropriate collection procedure maintaining the customer service focus

 Overcame clients objections/rejections to company products and convinced them

* Ensured internal communication was efficient throughout company; sales, marketing and

Customer support.

**Muthoot Finance Ltd,India**Nov 2005 to Mar 2009

**Accounts Assistant**

**RELATED JOB DESCRIPTION**

* Performed daily entry of accounting and weekly perform checking and updating.
* Prepared reports on accounts payable and accounts receivable.
* Generated client billings for various projects.
* Reviewed the details provided by the managers, distribute the payments and edit the billings.
* Supervised and trained the new joiners.
* Processed the payable invoices weekly.
* Analyzed and updated the subcontractor files with agreements, and necessary state sales tax requirements.
* Prepare monthly reports.
* Check and compile the tax returns.

**PERSONAL STRENGTHS**

* Outstanding communication and interpersonal skills
* Excellent time management and organizational skills
* Persuasive, emphatic with good problem solving skills
* Good knowledge of Microsoft Office
* Ability to deal with external and internal customer support in a professional manner
* Quick learner, detail oriented and ability to adapt to new processes in limited time frame
* Multi-tasking skills and ability to work under pressure

**EDUCATION SUMMARY**

* M.A English from University Of Kerala
* IATA Diploma from IATS, Kerala.

**LANGUAGES KNOWN**

English

Hindi

Malayalam

**PERSONAL DETAILS**

DOB : 17/05/1980

Nationality : Indian

Visa Status : Residence (Husband’s sponsorship)