



DEEPIKA SREEJITH

CONTACT

- Liwa Street, United Arab Emirates 307501
- 0565749868
- deepikamalu.lpm@gmail.com

SKILLS

- 4 Year experience in customer relation executive.
- Good analytical and communication skills.
- Ambitious and always keen to learn more with short learning curve
- 24x7 flexible with positive attitude about the life and work.
- Telephone etiquette
- Customer expectation management
- Customer journey lifecycle management

LANGUAGES

Malayalam: Native language

English: C2
Master or proficient

Tamil: B2
Upper intermediate

Hindi: B1
Intermediate

PROFESSIONAL SUMMARY

Customer-focused professional with successful 4 year career in customer service and back office sector. Adaptable and personable team player focused on providing exceptional customer service every time. Open to travel and work flexible schedules. Committed to maintaining professional relationships to increase profitability and drive business results.

WORK HISTORY

Customer Relation Executive (Front Desk Management

Popular Motor World (Hyundai) - Trivandrum, India 05/2016 - 07/2019

- Co ordinating Front Desk Activities and Maintaining Reception Area
- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance and directed to appropriate department.
- Acted as first point of contact for daily customer enquires, by phone, email and in person.
- Handled all Inbound and Outbound calls, Provide accurate information and diverting clients to appropriate Department
- Improved internal complaint management procedures, boosting satisfaction ratings in post-call surveys
- Improved visitor feedback ratings by effectively building rapport and expertly handling complaints following company policy.
- Provide follow up related Registration Documents and Back Office Support.
- Co ordinating activities of Team Members.
- Answered questions and addressed, resolved or escalated issues to management personnel to satisfy customers.
- Built strong rapport with customers in virtual environment whilst demonstrating empathy and patience.
- Handle Cash Book and Stock Ledger in the absence of concern person.
- Follow up and update files in GDMS

Euro value - Sales Support

01/2015 - 02/2016

Eureka Forbes Ltd - Trivandrum, India

- Organizing daily activities, focused on day today euro value activates
- Received and proactively followed up on incomplete orders to maximize sales opportunities.
- Ensured successful resolution of invoice discrepancies and matching issues.

- Efficiently handled and resolved customer queries for optimum satisfaction.

EDUCATION

Diploma of Higher Education: Diploma HNC in Aviation Hospitality and Travel Management, 09/2010

Frankfinns Institute of Air Hostess Training – Trivandrum

Certificate of Higher Education: Computerized Commerce , 03/2008

Neduveli HSS Kanyakulangara – Trivandrum

CERTIFICATIONS

COVID-19 Contact Tracking Coursera-Johns Hopkins-2021

Typewriting English and Computer Word Processing- Board of Public Examination- 2012 – 2013

Galileo CRS Basic & Advanced Course by Travel port - 2010