



DEEPA U

📍 Dubai, United Arab Emirates

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SUMMARY

Communicative customer service professional motivated to maintain customer satisfaction and contribute to company success. History managing large amounts of inbound calls and sustaining satisfactory relationships with customers. Offers skill with CRM systems paired with outstanding active listening and multitasking abilities.

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience.

SKILLS

- Customer Service
- Call Center Operations
- Customer Relationship Management
- Complaint Handling
- Relationship Building
- Sales Follow-Up
- Marketing
- Product Sales
- Customer Support
- Data Entry
- Sales Development
- Verbal/Written Communication
- Documentation
- Customer Handling
- Decision Making
- Complaint Resolution

EXPERIENCE

TELEMARKETING EXECUTIVE, 09/2021 - 11/2022

HDB FINANCIAL SERVICES LTD, Trivandrum

- Researched potential customers and created lists for targeted sales calls.
- Performed follow-up calls to existing clients to ensure satisfaction with products and services.
- Responded to customer inquiries via telephone, email, or chat applications.
- Assisted customers with technical issues when needed.
- Collaborated with other teams such as Sales Support and Customer Service to provide a comprehensive service experience for customers.
- Resolved customer complaints by escalating calls to proper department.
- Communicated effectively with clientele to maintain customer satisfaction and loyalty.
- Cross-sold additional products and services to purchasing customers.

SALES OFFICER, 11/2018 - 12/2020

HDFC BANK LTD, Trivandrum

- Built relationships with key clients through regular contact.
- Generated leads through networking, cold calls, and email campaigns.
- Provided exceptional customer service throughout the entire sales process.
- Developed a comprehensive understanding of company products and services.
- Maintained active sales contacts with assigned accounts to keep communication open and capture consistent revenue.
- Sourced new sales opportunities through inbound lead follow-up.

SALES EXECUTIVE, 11/2013 - 08/2016

HBL GLOBAL PVT LTD, Trivandrum

- Developed and implemented sales strategies to meet customer needs and increase revenue.
- Cultivated relationships with existing customers to encourage repeat business.
- Analyzed market trends and competitive landscape to identify opportunities for growth.
- Implemented processes for cross-selling products or services based on customer needs.
- Maintained knowledge of sales and promotions, return policies and security practices.
- Greeted customers to determine wants or needs.

EDUCATION AND TRAINING

Kerala University , Trivandrum, Kerala, 04/2012
Bachelor of Science: Botany

LANGUAGES

Malayalam: First Language

English:	C1	Hindi:	B2
<div><div></div></div>		<div><div></div></div>	
Advanced		Upper Intermediate	
Tamil:	B2		
<div><div></div></div>			
Upper Intermediate			

PERSONAL DETAILS

- Date Of Birth- 15/05/1992
- Gender - Female
- Marrital Status - Married
- Nationality - Indian

PASSPORT DETAILS

- Passport No- Y6804887
- Expiry Date- 07/07/2033
- Place of Issue- Trivandrum

DECLARATION

I, Deepa U, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Deepa U