

# ADITI DHYANI

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## SUMMARY

Detail-oriented and results-driven finance and customer service professional with proven expertise in client handling, financial operations, and service delivery in fast-paced environments. Skilled in processing financial applications, maintaining customer confidentiality, and providing exceptional support with a focus on accuracy and compliance. Adept at navigating multiple systems, crafting communication strategies, and building long-term client relationships. Seeking to leverage my skills and passion for excellence in a dynamic banking and finance role.

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## PROFESSIONAL EXPERIENCE

### Hadi Express Exchange, Dubai, UAE as an Associate

Dec 2023 - Apr 2025

- Delivered exceptional virtual customer service by resolving issues efficiently through chat and email, while demonstrating empathy and professionalism in every interaction.
- Built trust and rapport with clients, ensuring their needs were met efficiently and accurately.
- Strengthened communication and relationship-building skills by assisting diverse clients from multiple nationalities.
- Promoted customer loyalty through personalized service and proactive problem-solving.
- Handled foreign currency exchanges and customer inquiries with precision, maintaining high levels of service quality and confidentiality through virtual channels (chat and email).
- Maintained daily transaction records and compliance reports, while managing chat logs, ensuring service accuracy, and adhering to company guidelines.

### Nautiyal Tech Pvt Ltd, Delhi, India as a Digital Marketing Intern

Aug 2023 - Dec 2024

- Developed and scheduled engaging content for social media platforms (e.g., Instagram, Facebook, LinkedIn) to increase audience engagement, follower growth and brand presence.
- Assisted in creating blog posts, newsletters, and promotional materials, ensuring alignment with brand tone and marketing strategies.
- Conducted keyword research and optimized website and blog content to improve search engine rankings.
- Supported internal communications and marketing strategies, demonstrating strong interpersonal and organizational skills.
- Contributed ideas for community engagement and customer recognition campaigns.
- Collaborated with creative teams to brainstorm campaign ideas and visual storytelling concepts.
- Gained experience in video coordination, influencer outreach, and community engagement initiatives.

### Offcom Systems Pvt Ltd, Delhi, India as an Accounting Intern

Jun 2022 - Aug 2022

- Prepared and maintained financial records, including journal entries, general ledgers, and account reconciliations.
- Ensured accuracy and completeness of financial documentation to support audits and compliance requirements.
- Assisted with day-to-day accounting tasks such as filing, scheduling, and managing departmental correspondence.
- Supported month-end and year-end financial processes by providing accurate records and timely updates.

## **EDUCATION**

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**Bachelor of Commerce (Honors)**  
Delhi University

**Aug 2020 - Aug 2023**

**Senior Secondary (XII) - Commerce with Mathematics**  
N. P. Modern School

**BATCH - 2020**

## **CERTIFICATION**

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**Secretarial Practice**  
National Skill Training Institute(W)

**Aug 2022 - Aug 2023**

## **SOFT SKILLS**

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- Effective Communication(Oral and Written) and Public Relations
- Analytical Thinking with Eye for Detail
- Leadership and Team Collaboration
- Time Management
- Adaptability and Eagerness to Learn

## **TECHNICAL SKILLS**

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- Microsoft Office
- Jasper
- Canva
- Capcut
- Accumex Software
- Bitrix

## **CORE COMPETENCIES**

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- Customer Engagement & Retention
- Marketing Communication
- Content Creation & Storytelling
- Social Media & Video Coordination
- Client Relationship Management
- Analytical & Creative Thinking
- CRM, MS Office, Google Suite

## **LANGUAGES**

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- English
- Hindi