



## Aswin CK

**Nationality:** Indian **Date of birth:** 04/01/2001 **Gender:** Male

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**Home:** Chandramkandyil (HO), Meppayil(PO), Vatakara , 673104 Kozhikode (India)

### ABOUT ME

- I am an experienced sales representative with a proven track record of success in developing new business and increasing sales.
- I have a strong background in customer service, and I am highly skilled in building relationships with clients and developing tailored solutions to meet their needs
- Provide excellent customer service and develop customer relationships
- Assist in pricing, stocking, and rotating merchandise and assist customers in making selections by providing information on products.

### EDUCATION AND TRAINING

#### Pre Graduation

**Emjay Vocational Higher Secondary School** [ 10/07/2016 – 30/03/2018 ]

City: Kozhikode | Country: India | Website: [https://www.google.com/search?q=Emjay Vocational Higher Secondary School&ludocid=5716121969458362700&ibp=gwp;0,7&sa=X&ved=2ahUKEwixuqq5m6GIAxU6SWwGHQfjHjkQvsQGegQIMxAx&ictx=0#lpg=cid:CglgAQ%3D%3D](https://www.google.com/search?q=Emjay+Vocational+Higher+Secondary+School&ludocid=5716121969458362700&ibp=gwp;0,7&sa=X&ved=2ahUKEwixuqq5m6GIAxU6SWwGHQfjHjkQvsQGegQIMxAx&ictx=0#lpg=cid:CglgAQ%3D%3D) | Level in EQF: EQF level 6

#### Undergraduate

**Calicut University (Midet college)** [ 23/07/2018 ]

City: Kozhikode | Country: India | Website: <https://uoc.ac.in/> | Level in EQF: EQF level 7

#### Aviation and Airport management

**Grit Institute of career development** [ 07/12/2023 ]

City: Kozhikode | Website: [https://www.google.com/search?q=GRIT&ludocid=9444973712649034444&ibp=gwp;0,7&sa=X&ved=2ahUKEwiM1syKtaelAxXorLYBHZDkAU8Q\\_coHegQIKhAB&sxsrf=ADLYWIL43GJmq1zCtiZSsZOWIcM7-9qhCQ:1725388511461#lpg=cid:CglgAQ%3D%3D](https://www.google.com/search?q=GRIT&ludocid=9444973712649034444&ibp=gwp;0,7&sa=X&ved=2ahUKEwiM1syKtaelAxXorLYBHZDkAU8Q_coHegQIKhAB&sxsrf=ADLYWIL43GJmq1zCtiZSsZOWIcM7-9qhCQ:1725388511461#lpg=cid:CglgAQ%3D%3D) | Level in EQF: EQF level 8

### WORK EXPERIENCE

#### Sales assistant (CSA)

**Relay ( Kempegowda International Airport)** [ 01/03/2024 ]

City: Bangalore, Karnataka | Country: India

- Customer service :Providing excellent customer service is a core duty of a sales associate. This includes being able to anticipate a customer's needs, understand their problems, and come up with solutions.
- Delivering information about a company's products and services.
- Answering queries and concerns about a company's products or services
- Train and mentor customer service staff.
- Ensure all passengers have a positive experience at the airport.
- Restock and organize merchandise on the sales floor.



- Resolve customer complaints and issues in a timely and professional manner.
- Cashier and Billing Executive Handle cash, credit, and digital payment methods while maintaining a balanced cash register.

## LANGUAGE SKILLS

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**Mother tongue(s):** Malayalam

**Other language(s):**

**English, Hindi and Tamil**

**LISTENING C1 READING C2 WRITING C1**

**SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1**

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## KEY SKILLS

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### Technical Skills

- MS Excel
- MySQL (Basic knowledge)
- Microsoft Access (Data organization)
- Microsoft Word
- Python (Basic programming and scripting)
- Computer skills (Efficient in operating systems and software tools)

### Sales and Customer Service Skills

- Sales strategy and execution
- Customer relationship management
- Communication and interpersonal skills
- Negotiation and persuasion skills
- Upselling and cross-selling techniques
- Problem-solving and conflict resolution

### Industry-Specific Skills

- Retail operations
- Inventory management (Warehouse Assistant experience)
- Handling international customers
- Familiarity with airport operations (Kempegowda International Airport experience)
- Multilingual communication

### General Skills

- Time management and prioritization
- Team collaboration
- Adaptability and flexibility
- Attention to detail
- Organizational skills

## DIGITAL SKILLS

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Programming languages: Python,C,C++,Java(Basic),HTML,SQL / Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access



## DRIVING LICENCE

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**Driving Licence:** AM

**Driving Licence:** A1

**Driving Licence:** A2

**Driving Licence:** A

**Driving Licence:** B1

**Driving Licence:** B

**Driving Licence:** BE