

PERSONAL INFORMATION

ASHWANI PK



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VADATTUPARA P.O, MAVINCHUVAD,
KOTHAMANGALAM, ERNAKULAM, (INDIA)

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WORK EXPERIENCE

15/02/2020 – 04/12/2022

CUSTOMER SERVICE REPRESENTATIVE & RECEPTIONIST

DREAMS JOB CONSULTANCY (KOTHAMANGALAM)

- Respond to customer complaints, comments, and review
- Handle complaints, provide appropriate solutions for customers
- Organize the reception area while complying with office procedures, rules, and regulations.
- Serve visitors by greeting, welcoming, and directing them appropriately.

09/03/2023 - STILL

HR MANAGER

EVANIA TOURS AND TRAVELS (ANGAMALY)

- Developing and implementing HR strategies and initiatives aligned with the overall business strategy
- Managing the recruitment and selection process
- Develop and monitor overall HR strategies, systems, tactics and procedures across the organization

EDUCATION AND TRAINING

15/07/2020 – DISCONTINUED

BBA

ILAHIA COLLEGE OF ARTS AND SCIENCE PEZHAKKAPPILLY, MUVATTUPUZHA (INDIA)

- ENGLISH
- ADMINISTRATION
- FINANCE
- MANAGEMENT
- BUSINESS
- ACCOUNTS

PERSONAL SKILLS

Mother tongue(s) Malayalam



Curriculum vitae

Foreign language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	A2	B2	B2	A2	B1
CAE TARING CERTIFICATE					
Hindi	A1	B2	A1	B2	A2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills ▪ Good communication skills gained through my experience as a Customer associate at Airport

Organisational / managerial skills

- Creating and keeping deadlines.
- Delegation.
- Goal setting and meeting goals.
- Decision making

Job-related skills

- Flexibility and adaptability
- Self-confidant
- Working will Under pressure
- possibly attitude
- Problem-solving Skills

Digital skills	SELF-ASSESSMENT				
	Information processing	Communication	Content creation	Safety	Problem-solving
	Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital skills - Self-assessment grid

MS OFFICE PROFESSIONAL CERTIFICATE FROM KELTRON

- Microsoft Office.
- Spreadsheets.
- Email Communication