



# ASHWIN MADATHIL

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## SUMMARY

Result-driven professional with over 5 years of experience in customer service, team leadership, and billing operations across multiple industries. Known for driving operational efficiency, managing teams, and ensuring customer satisfaction. Seeking new opportunities to leverage expertise in leadership and client relations in a growth-oriented organization.

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## KEY SKILLS

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|-------------------------------|----------------------------------|-----------------------------|
| • Team Leadership             | • Time Management                | • Financial Reporting       |
| • Customer Service Excellence | • Sales & Merchandising          | • Data Analysis & Reporting |
| • Billing & Invoicing         | • Problem Solving                | • Operational Efficiency    |
| • Inventory Management        | • Client Relationship Management | • Communication Skills      |

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## WORK EXPERIENCE

### Team Leader & Billing Clerk

June 2022 – August 2024

We One (ADP World Company), Dubai, United Arab Emirates

- Led a diverse team, fostering a collaborative environment and driving operational success by assigning tasks according to skills and priorities.
- Conducted daily safety briefings and ensured all employees adhered to workplace safety protocols.
- Managed team attendance, prepared shift reports, and coordinated schedules for efficient workforce allocation.
- Provided performance feedback, conducted employee evaluations, and offered coaching to enhance team productivity.
- Oversaw billing operations by generating accurate invoices for shipping and port services.
- Handled customer payments for services such as cargo handling and storage, ensuring proper receipt of funds.
- Managed petty cash, recorded payments, and maintained detailed financial logs for transparency.
- Prepared and submitted financial reports summarizing cash transactions and accounts receivable.
- Worked closely with the finance team to reconcile billing discrepancies and ensure accurate records.
- Assisted in tracking and maintaining inventory levels, ensuring smooth operations of logistics activities.

### Merchandiser

August 2019 – March 2020

All Day Mini Mart, Dubai, United Arab Emirates

- Managed product displays and ensured merchandise was arranged attractively to boost customer engagement.
- Maintained inventory levels by liaising with suppliers to ensure timely restocking and availability of key products.
- Analyzed sales data and customer trends to help identify popular products and optimize stock management.
- Implemented marketing strategies such as promotional offers and in-store displays to drive sales growth.
- Conducted regular checks to ensure product quality and ensured that items met company standards before display.
- Monitored competitor activity, providing insights and adjustments to pricing and inventory strategies.
- Prepared and submitted weekly reports on sales performance, stock levels, and promotions.
- Assisted the sales team in product knowledge to enhance customer service and improve sales conversion rates.

**Fashion Consultant & Guest Relations Executive (GRE)**

July 2018 – July 2019

Central Mall (Future Group), Mysore, India

- Provided personalized fashion advice, boosting customer satisfaction and sales.
- Managed guest relations, ensuring a positive and welcoming shopping environment.
- Assisted with store visual merchandising, creating engaging displays for new arrivals.
- Developed a deep understanding of fashion trends to guide customers effectively.
- Delivered exceptional customer service, ensuring a smooth shopping experience.
- Promoted mall events and sales initiatives, increasing customer engagement.
- Assisted in organizing promotional events and special offers to drive traffic.
- Managed customer inquiries, concerns, and feedback, providing effective resolutions.

**Customer Service (Team Leader)**

February 2017 – June 2018

Big Bazaar (Future Group), Mysore, India

- Supervised a team of customer service representatives, ensuring high-quality customer care.
- Conducted team briefings on sales targets, customer service procedures, and daily operations.
- Managed customer complaints and ensured timely resolutions to maintain satisfaction.
- Ensured team compliance with company standards and exceeded customer expectations.
- Monitored team performance and provided training to improve efficiency.
- Maintained records of customer feedback and interactions, utilizing CRM systems.

**EDUCATION & PROFESSIONAL QUALIFICATION**

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<b>Diploma in Mechanical Engineering</b>	<b>2016</b>
<b>Pre University</b> , Karnataka State Board, India	<b>2013</b>
<b>Secondary School Leaving Certificate</b> , Karnataka State Board, India	<b>2010</b>

**ADDITIONAL INFORMATION**

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- Computer Knowledge : MS Office Suite ( Word, Excel, PowerPoint, Outlook)
- Languages : English, Malayalam, Hindi, Kannada, Tamil

**PERSONAL DETAILS**

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- Nationality : India
- Date of Birth : 12/04/1994
- Marital Status : Unmarried

**DECLARATION**

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I hereby declare that the above mentioned statement is correct and true to the best of my knowledge and belief.