



Aswin KP

Customer Relationship Officer

Seeking a challenging and fast-paced role where I can leverage my skills and experience to make a significant impact. Excited to contribute to an organization that values continuous learning and growth. .

Gender: Male

Nationality: Indian

Date of birth: 14.11.1995

Phone: +971544689824

Email: aswinkp740@gmail.com

Education

ST. George English Medium High School SSLC	Mar 2011 – Mar 2012
ST. Michael's Higher Secondary School Computer Science	Mar 2012 – Mar 2014
Kottayam Institute Of Technology and Science B.Tech Computer Engineering	Jun 2014 – Jun 2018

Experience

Aabasoft Private Limited Technical Supporting Engineer <ul style="list-style-type: none">• Developed training materials for personnel on proper use of equipment and procedures. Performed root cause analysis of process issues to identify corrective actions required. Provided technical support to other departments in the organization regarding process engineering solutions.	Nov 2019 – Jul 2020
IDFC Finance Group Relationship Officer <ul style="list-style-type: none">• Negotiated terms and conditions of loans with clients while ensuring compliance with regulations. Provided feedback and recommendations on existing processes and procedures related to underwriting standards. Resolved complex customer inquiries regarding loan products and services in a timely manner. Developed comprehensive marketing plans targeting prospective clients within the local community	Sept 2021 – Sept 2022
Maruti Suzuki Arena Sales Executive <ul style="list-style-type: none">• Generated leads and followed up on customer inquiries. Resolved customer complaints in a timely manner while providing excellent customer service. Addressed customer questions and concerns regarding prices and product use. Maintained strong relationships with key customers and stakeholders	Nov 2022 – May 2023
Inditrade microfinance Field Executive <ul style="list-style-type: none">• Worked with coworkers to complete tasks. Provided efficient and courteous service to customers at all times. Experienced with social media and communications platforms.	Jun 2023 – Oct 2023
Unimoni Exchange Cashier <ul style="list-style-type: none">• Managing transactions with customers using cash registers Scanning goods and ensuring pricing is accurate Provides a positive customer experience with	Dec 2020 – Jun 2021

fair, friendly, and courteous service •Resolves customer issues and answers questions

Skills

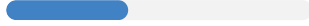
Human Resources



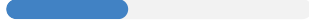
Customer Needs Asses



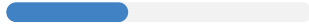
Critical thinking



Field Operations



MS Office



Languages

English

Hindi

Tamil

Malayalam

Interest

- Role-playing games
 - Reading marketing books
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Signature

A handwritten signature in black ink, featuring a large, stylized initial 'Q' followed by a series of loops and a final flourish.