



# ASWIN VM

## PERSONAL DETAILS

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DOB : 18 July 1999

Nationality : India

Visa Status : Transferrable

Driving License : 29935611419

## ABOUT ME

To secure a challenging and rewarding position as a co-ordinator, where my leadership skills, industry experience, and customer service expertise can be utilized to ensure exceptional experiences for customers and maximize profits for the establishment.

## SOFT SKILLS

- Leadership skills
- Interpersonal Skills
- Management Communication
- Time management
- Customer service
- Problem solving
- Critical thinking
- Executive level reporting

## TECHNICAL SKILLS

- MS Office
- Presentation
- Outlook

- Documentation
- Statistical analysis

## LANGUAGES

- English
- Hindi
- Malayalam

## WORK EXPERIENCE

### Administration | Messenger

Perfect Business Management / Doha / Feb 2023 – Present

- Assisted with the administration of hospitality services, following proper protocols and procedures
- Established and maintained efficient office procedures and processes, resulting in a 30% reduction in administrative costs
- Developed and maintained an up-to-date database of contacts and vendors, ensuring accurate and timely communication
- Maintained a clean and organized vehicle, ensuring that deliveries were kept safe and secure during transport
- Operated shuttles to different work sites and other vehicles to transport employees to and from nearby locations

### Customer Service Executive

Doha Metro & Lusail Tram / Doha / August 2022 - February 2023

- Created customer service reports that provided key insights into customer preferences and behaviors
- Resolved customer complaints in a timely and effective manner, resulting in a 25% customer satisfaction score
- Developed and implemented a customer loyalty program that resulted in a 30% increase in repeat customers
- Handled customer inquiries via phone, email, and chat, resulting decrease in wait times
- Analyzed customer service data to identify trends and recommend process improvements
- Developed processes and procedures to streamline customer service operations, resulting increase in efficiency

### Operation Coordinator Cum Messenger

NANS Co. Qatar / Doha / January 2022 - August 2022

- Developed and maintained relationships with vendors, resulting in improved service quality and cost savings
- Developed and maintained a comprehensive database of contacts and resources, resulting in improved communication and collaboration
- Developed a process for managing customer inquiries, resulting in reduction in response time
- Coordinated banking activities, invoice submissions and delivery of several company documentations

## EDUCATION

- **Bachelor Of Arts - English, University of Calicut**  
June 2017 - May 2020
- **Diploma Fire and Safety, TUV Rhineland NIFE Academy PVT Ltd**  
April 2016 - March 2017
- **Civil Construction & Maintenance, VHSE Koothali**  
June 2014 - March 2016

## CERTIFICATIONS

- **NEBOSH International General Certificate in Occupational Health and Safety**  
The National Examination Board In Occupational Safety & Health  
England & Wales 2023
- **Data Analytics with Microsoft Excel**  
Course Era 2024

