

**CURRICULUM VITAE**

 ASWATHY.K. K “DWARAKA”, PUTHIYARA (PO)

 THIRUTHIYAD, CALICUT- 4

 Mob: 9947894191, 0495-2727286

 Email: kk.aswathy@gmail.com

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| Customer care activities more than 5 years experience in auto mobile sector with good networking and communication skills. |

**DUTIES AND RESPONSIBILITIES**

* Welcoming all potential and existing customers
* Making appointments (Free service & Periodic service)
* Doing Post sale & Post service follow up
* Service Data up-dating
* Lost customer retention & Non show customer retention.
* Service Camp conducting & customer meet arranging
* CRM Report updating & other CRM activities

**EXPERIENCE DETAILS**

**Since MANIKANDAN ISUZU PVT LTD**

**2017 NEAR ENGLISH CHURCH, WEST NADAKKAV**

**2016 KVR PRESTIGE CARS PVT LTD**

 **To WEST HILL**

**2017**

**2012** **KTC HYUNDAI PVT LTD**

 To YMCA Road, Calicut-1

**2016** **CUSTOMER RELATION EXECUTIVE-SERVICE**

**2009** Company **BPL TELECOM PVT LTD**

 To Marry Land Square Building, Thiruthiyad Road

**2012** Position **ADMINISTRATION & SERVICE CO-ORDINATION**

**BPL TELECOM PVT LTD**, Calicut (Group of Companies Which Is Certified For ISO 9001; 2000, ISO 14000: 2004) Reg. Office: System House, Palakkad-678007.

**EDUCATIONAL QUALIFICATION**

* S.S.L.C Board of Public examination
* VHSE (SCIENCE) Board of Vocation Higher Secondary Education
* BSC (ZOOLOGY) University of Calicut

**PROFESSIONAL QUALIFICATION**

* Pg. Diploma in Communication & Journalism from Institute Of Communication & Journalism, Calicut Press Club.
* Internship from [Deshabhimani](http://www.google.co.in/url?sa=t&rct=j&q=deshabhimani&source=web&cd=1&ved=0CCoQFjAA&url=http%3A%2F%2Fwww.deshabhimani.com%2F&ei=TMQsT4aKDoKJrAfV47nCDA&usg=AFQjCNEueCgmLZSENMVrTHUsYo3ZKtTROw) News Paper –Calicut

**COMPUTER KNOWLEDGE**

* Diploma in computer application (DCA) from Al-Farook Educational Centre (MS Word, MS Excel, Power point & Internet).
* Diploma in Business Accounting (DBA) from Accounts Training Institute, Calicut (Tally ERP 9, Peachtree, Quick books).

**TRAINING ATTENDED**

* Hyundai - CCE Technical & Soft skill training(12.05.2014), Hotel Paramount Tower Calicut
* Hyundai – CCM training(08.10.2012), Gokulam Park Cochin

**PERSONAL PROFILE**

Name : Aswathy. K. K

Age, Date of birth : 34, 11/10/1984

Religion/Caste : Hindu/Nair

Gender : Female

Marital status : Married

Husband’s name : Shibu.P

Nationality : Indian

I hereby declare that all above-mentioned information is true to that the best of my knowledge and belief.

Place: Calicut Sincerely,

 Aswathy. K. K