

ASHIK MM

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WORK EXPERIENCE

CS Associate at Amazon in Sutherland, Kochi

In my previous role, I was a Customer Service Associate at Amazon who played a crucial role in delivering exceptional customer support via chat. The key responsibilities included resolving customer inquiries and issues promptly and professionally, demonstrating a comprehensive understanding of Amazon's products and services. The role involves meticulous documentation of customer interactions, adherence to quality and performance metrics, and a commitment to continuous improvement. I have addressed several customer needs and contributed to the enhancement of the overall customer experience. In short, this position requires strong communication skills, product knowledge, and a dedication to ensuring high levels of customer satisfaction.

EDUCATION

Nehru Arts and Science College, Coimbatore

Degree Name : Bachelor of Computer Applications

CGPA : 7.8/10

2020 - 2023

Higher Secondary in PKHSS, Kerala

Kerala State

2019

High School in Al Irshad English School, Kerala

CBSE

2017

PROJECTS

Portfolio

- Skills used : **HTML, SCSS, JavaScript, DOM, Github**
- Live link : <https://willowy-snickerdoodle-9d6380.netlify.app/>

Text-To-Speech Converter.

- Skills used : **HTML, SCSS, JavaScript, DOM, Github**
- Live link : <https://meek-heliotrope-eaed12.netlify.app/>

UI Design for Mobile Application

- UI Design for Expense Tracking Application
- Live link : <https://www.behance.net/gallery/172410455/Expense-Tracker-Mobile-App-Design>

SKILLS & CERTIFICATION

Languages : C

Frontend technologies: HTML, CSS/SCSS, JavaScript

Developer tools: VS Code, Github

Soft skills: Problem Solving ,Time Management ,Analytical and Communication skills