

AKHILESH B



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EDUCATION



DEGREE

2015 - 2016

Indian Arts College



PLUSTWO

2006 - 2008

Narayana Arts College

CONTACT



Kunnath House, Thekkepotta P.O
Thiruvadi, Palakkad-678687



May 30, 1989



Indian



Married

LANGUAGES

- English
- Malayalam
- Hindi
- Tamil

SKILLS

- Self disciplined
- Good communicator
- Diligent maker
- Decision maker
- Problem solving
- Team management
- Leadership
- customer service
- Design
- Time management

COURSES

- Diploma in fashion designing
- Diploma in Art

EXPERIENCE



Department manager

2022 - 2025

Trent Limited, Thrissur

TATA, ZUDIO

- Operating point-of-sale systems: Proficiently using SAP, Feb 2021 - Present
- Processing transaction: Accurately handling customer payments, returns, and exchanges.
- Providing excellent customer service: Greeting customers, answering questions, and resolving issues in a friendly and professional manner.
- Maintaining a secure checkout environment: Ensuring the security of customer transactions, handling cash and credit card information responsibly, and following company protocols.
- Managing cash handling: Balancing cash drawers, handling change, and performing cash drops.
- Handling customer complaints: Resolving customer issues efficiently and effectively. Supporting loss prevention efforts: Reporting suspicious activity and following company protocols to prevent theft.
- Participating in visual merchandising_: Assisting with in-store displays and promotions.



Shalom Matress

2021 - 2022

Sales Man

- Learning about products and services to accurately describe their features and benefits, and preparing compelling presentations to showcase them.
- Guiding customers through the sales process, answering questions, and negotiating terms and pricing to successfully close deals.



BOH (Back of House)

2015 - 2021

Reliance Retail, Thrissur

- The primary tasks are Billing, Customer Services, C&A (Cashier and Accountant) and inventory management
- Establishing and Preserving ties with clients, Promote Cooperation Resolved problems from Customers