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**Nalaka**

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**CARRER OBJECTIVES:**

To seek a responsible position where I can utilize my education and experience while contributing to the benefit of the organization.

**KEY QUALIFICATION:**

An experienced individual capable of working independently with minimum supervision.

**WORK EXPERIENCES:**

**Store Supervisor**

Galleries Lafayette Department Store (Dubai Mall)

Home Department Consignee under 4homes FZCO

2016 January to November

**Job Description**

Ensure Retail / Brand standards are maintained at all times.

Role model and support role to team members

Support the induction of new starters into the store

Maintain and encourage the team to uphold personal grooming standards as advised by the store manager

Achieve excellent standards of customer service in the department by supporting and coaching the sales team, and leading by example on the shop floor.

Resolve customer complaints effectively, either by dealing with them personally or passing them on to the store manager

Welcome and greet every customer in a warm and friendly manner & demonstrate excellent customer service at all times.

Identify customer needs through asking questions; confidently recommend and demonstrate appropriate products; recommend link products at every sale opportunity; close the sale

Ensure all department staff are trained on all aspects of the department in liaison with the store manager and training department

Check stock levels daily and inform of depleting stocks to the store manager in order to replenish and maintain optimum stock levels

Minimize exposure to stock loss through vigilance on sales floor

Comply with all company policies and procedures including refund and exchange policy, security, health and safety policies etc.

**Brand Specialist**

4Homes/Tavola Trading L.L.C.

Table Ware & Kitchenware importers & Distributors.

2010 April to 2015 December

**Job Description:**

**Sourcing**

Identifying market needs

In company research

Market research, offline/online

Recommending brands/products to introduce

Monitoring competitor activities

**Inventory**

Recommending new items to approve

Preparing orders

Preparing for seasons

Correspondence with suppliers

Analyze stores/customers stock movement

Preparing and updating PSI reports

Communicating with Stores / Distribution team/ Customers, reg. shipments / new orders

Assist in Store counts

Regular inspection of products/materials in warehouse

**Pricing**

Recommend price positioning

Providing Prices of non-stock items to stores

**Marketing**

Preparing POS materials

Identifying distribution opportunities

**Training**

Prepare materials for training

Support Trainings

Staff / Customer trainings

Maintain Public Disc

Overseas visits

**Warranties**

Handling warranty / other claims

**General**

Meetings with specialists / store managers

Weekly store visits

Attendance in stores / customers outlets

Municipality approvals

Dubai Portal approvals

Monitoring country wise approvals for edibles / electrical / publications

Arabic labeling

**Websites**

Updates

**Sales Associate**

Harding Brothers Co.UK

Manages retail & gift shops on board

P&O & Cunard Cruise ships

Since February 2009 to February 2010

**Supervisor**

Splash Gulf L.L.C (Landmark Group)

Retail Fashion Outlet (Men and Ladies)

Since November 2002 to November 2008

**SENIOR SALES STAFF**

Arena International (Pvt) Ltd (Lifestyle Store), Colombo, Sri Lanka.

2000 to 2002

**Sales Staff**

Wasala Color Lab, Mt-Lavinia, Sri Lanka.

1999 to 2000

**EDUCATIONAL BACKGROUND:**

**Advanced Level Examination (Year 1996)**

**Ordinary Level Examination (Year 1992)**

Isipathana College, Colombo, Sri Lanka

**PROFESSIONAL QUALIFICATION:**

PRILIMANARY CERTIFICATE IN MARKETING Conducted by **SRI** **LANAKA INSTITUTE OF MARKETING**

Colombo, Sri Lanka

Marketing Concept

Marketing Mix

Distribution

Product Planning & Development

Pricing

Marketing Research

Market Segmentation

Marketing Communications

Sales Forecasting & Budgets

Personal Selling

Merchandising

Planning & Control

General Diploma in information Technology

**Data BASE, DOS, WINDOWS, WORD, EXCEL, POWERPOINT**

**PERSONAL INFORMATION:**

Age : 40

Sex : Male

Date of Birth : September 11, 1976

Place of Birth : Colombo, Sri Lanka

Nationality : Sri Lankan (Singhalese)

Marital Status : Married

Visa Status : Employment

Religion : Buddhist

Language Spoken : English, Hindi and Sinhalese