**CURRICULUM VITAE**

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**ACADEMIC QUALIFICATIONS**

**1 ) EDBA ( Degree in Business Management &Administrations) – University of Colombo.**

**(University of Colombo is a Srilanka’s Most Reputed & Rank 1st Government & State University)**

**Main Modules Covered-**

* + - * + **Marketing Management**
        + **Management Accounting**
        + **Commercial & Industrial Law**
        + **Decision Theory & Executive Report**
        + **Managerial Economics & Business Statistics**
        + **Management Process & Human Resource Management**

**2 ) Senior Secondary Qualifications - General Certificate of Education (Advance Level )**

**3 ) Secondary Qualifications - General Certificate of Education (Ordinary Level)**

**PROFESSIONAL QALIFICATION**

* **Chartered Institute of Management Accountant ( CIMA – UK ) – Certificate Level**

**CAREER OBJECTIVE**

* **Willing to work as a Key Player in Challenging & Creative Environment with Committed and Dedicated People which will help me to Explore Myself fully and Realize my Potential**. And Enjoying to learn new skills & Growth oriented organization of repute with career development.

**PROFESSIONAL WORKING EXPERIENCE**

* I have near 10 years Strong track record with Professional Working Experience in the field of Retail Store Management, Business Development & Administration, Sales and Marketing through The World Reputed Company(**Vodafone Qatar),** Srilanka’s Largest **Commercial Bank**, **Finance Organization, Multinational Mobile Telecommunication Service Provider, Multinational Pharmaceutical Company with Hold Senior Positions,** Also having Srilanka Driving License with near 10 years Proper Driving Experience in Srilanka**.**

1. **Institution**

* **Vodafone Qatar ( Sponsored Company is Data Select LLC , Qatar)**

**Position - Assistant Store Manager (Worked at Lagoona Mall, Hyatt plaza Mall,**

**Villagio Mall, Alnaser Vodafone Store )**

**Duration – 07th November 2013 to 31st March 2014**

**Key Responsibilities & Duties**

* Fully Responsibility of Day to Day Customer Service transactions & Sales transaction of the Store.
* Having Very Good Experience with How to Handle Multi Nationality Customers at any Situations.
* Handling Customers Complains, Issues and Follow up it, Resolving them within the time Period.
* Fully Responsibility of Achieving Monthly Store Sales target with High Customer Satisfaction.
* Daily Briefing with All Staff Members, Specially Up-date Latest Information, New Promotions, And New Offers Day to Day Introducing by Company.
* Inspection and Checking day to day Customer Service System transaction & Sales transaction.
* Giving Soft Skill training, Customer Greeting training, Conducting Role play training to Staff
* Replying and Answering all Internal E-mails which is receiving from Other Stores Team, Line Managers, Even some times top Management.
* Fully Responsibility of Weekly Stock Counting, Receiving Stocks, Stock Request, Store Stock Maintaining**,** Leaflets and Brochures Request, also Stationary Request.
* Responsibility of Sending Sold Star Number Report, Spot Checks Report, Bill Payment Report.
* Responsibility of Customer Daily Out-bond calling and Preparing Customer Data base list & increasing daily Sales.
* Follow up and Solving Store Maintaining Issues through Facility Manager support.
* Sending Daily ‘End of the Day’ report & Sales Report to line managers and Accountant.
* Responsibility of Customer’s Accounts Credit and Debit Adjustment, if Sometimes transaction Mistakes Happened by Staff.
* Preparing Payment Reconciliation Report , Store Communication Board, Weekly Staff Roster.
* Preparing Customer Feedback Report, Customer Footfall Report and send to the Head office.

**02) Institution**

**Commercial Credit & Finance PLC** (Srilanka Stock Exchange Listed Company)

( Srilanka’s Central Bank Registered and Most Reputed &Largest Finance Organization)

**Position** - **Business Development Manager** –**Investment** (Dream Fulfiller- Investment, Level – 03)

**Duration** - From 1st of July 2013 to 16th of September 2013.

**Key Responsibilities & Duties - Main Task is Expansion of Current Business Operation.**

* Promoting & Selling Company’s Overall Product & Services, as Credit & Liability Products, As well as Real Estate.
* Achieving Monthly Regional Investment Target & Annual Budget Target with Marketing Team Members
* Analysis Current Sales Progress, identify the Variance & future Plan, Report to senior Management.
* Managing Key Clients Relationship & Expectation & Make sure this for “Good Place to Invest”
* Supervising in Sub-Branches & Service Centre Documentation Part.
* Reporting monthly progress & Pipe-line Report to Top management Through Presentation.
* Up-dating & Collecting Competitor information, Activities, Strength & Weakness.
* Arranging Potential Clients Customer-get-together & Sharing Both Side Experience.
* Maintaining Potential Clients Data base & with Making Close Relationship.
* Solving Customer issues and Complains & Providing Fast and Quality service On time.
* Short-out & Overcome Staff internal issues &Arranging Staff motivation Program .
* Arranging & Coordinating Marketing Campaign, Promotions & Awareness Program .
* Recruiting new Employees & Providing Training to new employees .
* Supervising & Coordinating Marketing Team Members & identify Market situation through Staff meeting Discussion.
* Doing Quarterly Regional Presentation about Current Market Opportunities & Threats to Top Management .
* Identify the our Strength & Weakness and make the solution to overcome the Market

Competitor.

**3**) **Institution**-

**DFCC Vardhana BANK** **PLC**(Srilanka’s Most Largest **Commercial Bank**)

**(DFCC Bank** Ranked Under Top 10 List of Largest & Top Class Companies in Srilanka, Last 10 Years) (DFCC Bank is a Very Oldest, Premier & in 1st Establishment “Development Bank” in Asian Country)

**Position** - **Banking Executive – Business Development & Customer Relationship.**

**Duration** - **2 ½ Years** ( From 4th of January 2011 to 1st of March 2013 )

**Received Awards & Career Achievement** -

**I have Received Most Prestigious of DFCC Bank CEO Award in 2011** ( The DFCC Banking Group Financial Year 2011 **The Best Marketer of the YearCEO Award)**

**Key Responsible& Duties –**

* Well Experience in Day to Day Commercial Banking Operation. (Cash Counter, Credit, Customer Service)
* Excellent Working Knowledge of Financial Policies, Ethics and Best Practices.
* Well Experience with Promoting & Selling Over-all Banking Product & Services Such as Current A/C, Savings A/C, Fixed Deposit, RFC A/C, NRFC A/C, Pawning, Loans, Lease, Micro finance, Bonds , Bank Guarantees, Bank Draft, Credit Card, Over Drafts, LC Accounts , E-banking ext…..
* Well Experience with How to Handle the Sensitive Customers in Difficult Situations.
* Canvassing& Promoting Credit and Liability Banking Products to Branch walking Customers.
* Doing Marketing Campaign, Promotions & Awareness Programme for increase the Customer Base.
* Up-dating & Collecting Competitor banks information, Activities, Strength & weakness.
* Well Experience in Recoveries, Evaluating, Facilitating and Post credit monitoring of Micro and SME.
* Identify the Customer expectation and issues & Provide Fast and Quality Service with Proper Solution.
* Arranging Potential Clients Get-together & Sharing Both Side Experience.
* Maintaining Potential Clients Data base & With Making Close Relationship.
* Well Experience with Database management, Networking and IT Communications.
* Very good working knowledge of Microsoft Office products and also Cashier system.
* Well Experience with CSR Project ( Corporate Social Responsibilities Project).

**4) Institution** -

**Etisalat Lanka (Pvt) Ltd – Colombo ,Srilanka**

(**Etisalat is a UAE Base Largest Telecommunication Company in the World)**

**Position** - **Assistant Business Development Manager**

( Joined As a “Team Leader” Then Promoted to Assistant Business Development Manager)

**Duration** - From 11thof February 2008 to 31st of December 2010

**Key Responsible & Duties**

* Marketing and Selling for Post- paid, Pre-paid Mobile Connection & Pre-paid Re-charge Cards.
* Visiting &Supervising Local Area sales Out-Lets &Customer Service Centre.
* Work Coordinate with Customer Care & Call Centre Agents For Solving Customers Issues & Complains.
* Time to Time Up-Date Competitor Call Charges, Special Offers, Network & Coverage Locations.
* Handling & Solving Customer Issues, Complain &Problems through Senior Managers.
* Handling Local Business Partner’s Purchasing & Balance Stocks Quantity & Values.
* Arranging Marketing Campaign & Seasonal Promotions, Awareness Programme.
* Supervising After Sales Service Such as Welcome Tone, Welcome Letters, Sales Agent Welcome Call.
* Coordinating & Achieving Sales Team Monthly Targets& Annual Sales Budgets.
* Organizing Monthly Sales team meeting, Employees Training & motivation Program.
* Organizing Local business partners get-together program& Sharing Experience.
* Establishing New Network Towers & Solving Network Coverage Problems Coordinate with Network Engineer.
* Finding Capable New Distributors & Business Partners & Expansion the Regional Business Operation.

**5) Institution**  -

**The Finance Co. PLC**. ( Srilanka Stock Exchange Listed Finance Company) **Position** - Sales Executive – Credit **Duration** - From 25th of May 2007 to 06th February 2008 **Key Responsible**

* Promoting & Selling Company Lending & Liability Products Such As Vehicles Leasing , Hire Purchasing ,Vehicle Loans, Real Estate, Business Loan, Credit Cards, Pawning, MicroFinance, SME, Mortgage Loan ext…
* Well Experience with Recoveries, Credit Appraisal, Customer Credit Investigation, Follow-up Data Base.

**6) Institution** -

**Dr Reddy’s Laboratories Ltd.** – Own Country Office at Srilanka.

(**India Based Multinational Pharmaceutical Company**) **Position** - Sales Promotional Officer ( **Medical Representative**) **Duration** - From 16th of September 2004 to 20th of April 2007

**Key Responsible**–

* Promoting & Selling Pharmaceutical Products & Drugs to Hospitals, Nursing Home, Local Pharmacies.
* Promoting Up-date Drugs information to Government Hospital Doctors & Private Hospital Doctors.
* Organizing & Arranging Health Care Awareness Program, Seminars & Presentations.
* Supporting & Coordinating to Local Distributor to Selling Products &Maintaining Balance Stock at Store.
* Achieving Monthly Sales Target & Distributor’s Purchasing Target & Achieving Annual Sales Budgets.
* Managing Stocks Local Transports with Safely & Drugs Expire Dates, Damages& Misplace Quantity.

**Other Key Skills & Computer Literacy–**

* **Excellent Foot Ball Player & Cricket Player, Specially Good Athletic Sports Man ( In Door & Out Door )**
* Excellent Communication and Interpersonal, Presentations ,Supervising, Organizing Skills.
* Excellent skill with Computer Literacy & too familiar with Microsoft office package.
* Highly Organized, ability to work under pressure in fast paced environment.
* Ability to work independently as well as with good team player.
* **Languages – Excellent in English, Tamil, Malayalam, Sinhala, Also Understanding Level on**

**Hindi and Arabic Languages.**

**Personal Profile**

Sex – Male Age – 32 Years Marital Status – Single Nationality – Srilankan Muslim Reference can be provided upon Request. I Hereby certify that the details furnished above are true and accurate to the best of any knowledge .