Sumith

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**Objective:**

Keen to pursue a career where education, skills and experience are utilized effectively to develop an organisations competitive edge.

**SKILLS PROFILE**

Work Experience

**IKEA, Abu Dhabi, UAE. As a Sales/Customer Service Senior from 10thDecember 2010 to Date……….**

**Job Summary**

Ensures that service and store standards are met by providing customers with prompt and friendly service, quality customer service and products. As a “Co Worker” supports store management in ensuring daily operating procedures are followed by all Coworkers during shift.

**Key duties and Responsibilities**

* Maintain an excellent level of customer service at all time.
* To render a good service to customers in terms of booking, after sale and customer collection.
* Resolve difficult customer problem using the IKEA way.
* Responsible in preparing Home Delivery team monthly schedule.
* Assist / Support MPU and Back Office.
* Taking the responsibility / in-charge in the department in the absence of Manager.
* Responsible for weekly monthly KPI.
* Maintain and update reports pertaining to customer feedback.
* Responsible in training new colleagues about the system and procedure.
* Follow up with suppliers and contractors by assisting the operations.
* Coordinates with sales team to ensure smooth operations of the store.
* Active participant in the stock take process.

**Worked in CTI Group, Mussafah CementTerminals LLC in Abu Dhabi**,**UAE as aLogistics & Store Keeper from August 2008 to November 2010**

**Job Summary**

As a Logistics handled all the weighbridge trucks in Abu Dhabi terminals. Related work as issuing delivery orders, Prepared and checking of cargo manifest bill of lading packing list. Coordinate with ship master the day to day discharge to the customers. Preparing invoices, balance sheet of monthly production with tally sheet. As a Store Keeper Handled all aspects dally discharged and weekly receiving shipment update system and sending report to the manager dally.

* **As a Assent Sales Manager (may 2002 –July 2008) at**

Expo Lanka Group, Sri Lanka

**Job Summary**

Handled all aspects of sales in all areas that were visited. Coordinate with customer their product’s needs. Developed the existing customer range by introducing value addition. Set targets for the sales team with regular evaluation of goals achieved. Prepare statistical data for management meetings. Liaise with Accounts Division in collection of debts.

* **Sales Executive (July 1994 to January 2002) at**

Meg Paper Boards (PVT) Ltd, Sri Lanka

**Job Summary**

Canvass for business from new customers while servicing the existing customer base with their requirements. Was appointed as a team leader of sales for constantly achieving sales targets. I was responsible to maintain the relationship link between customers and the organization in attending to issues such as on delivery delays,

**ORGANISATIONAL AND MANAGEMENT SKILLS:**

* Self-motivated, initiating projects to enhance office efficiencies and improve operational procedures
* Able to meet difficult deadlines and easily adapt to rapidly changing situations
* Business administrative, management and customer services experience.
* Excellent listener and communicator with impressive verbal, written, and relationship-building skills.
* Computer-literate performer with extensive software proficiency covering wide variety of applications.
* Excellent Experience of formula, Functions, Pivot Table and macro, Visual basic in Excel.
* Able to prioritize and execute tasks in a high-pressure environment, to meet the business targets.
* Personable professional with ability to maintain cultural sensitivity and build rapport with a diverse workforce in multicultural settings.
* A good team player, comfortable interacting with people at every level in an organisation.

**CUSTOMER SERVICE SKILLS:**

* Trained to high customer service standards.
* People oriented with impressive interpersonal and communication skills, both face to face and using the telephone.
* Affable, friendly and amiable personality.
* Analytical and problem solving abilities.

IT SKILLS AND OTHERS

* Marketing Diploma awarded by Institute of Marketing (SLIM)
* Diploma in Computer Science at National Institute of Business Management(NIBM) (Sri Lanka)
* Knowledge in Navision
* MS Outlook, MS Word, MS Excel, MS PowerPoint, MS Publisher

Corel Draw, Photo Shop, and Page Maker

* Flexible and versatile; enjoy working both independently and in a team

PERSONAL INFORMATION

Nationality : Sri Lankan

Gender : Male

Civil Status : Married

I hereby certify that the above particulars given by me are true and correct.