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**KEVERNA**

Keverna.332110@2freemail.com

PROFILE

**EXPERIENCE**

SENIOR SALES ASSOCIATE

Communication Skills

decision making

Complex Problem Solving

Sales & Marketing

Team Spirit

PRO SKILLS

**Senior Sales Associate**

**NIKE - Sun N Sands Sports** Nov 2014 – Nov 2016

providing high-quality customer service and connect with people from different nationalities. Utilize customer service skills, sales techniques, and product knowledge to link customers with products that suit their requirements. Working very closely with customers and able to resolve customer complaints satisfactorily. Supporting and working with the management to ensure the business is running smoothly. Working towards achieving given targets.

**Data Entry Operator**

**The Chinese Gift Palace** Jan 2009 – Aug 2014

Insert customer and account data by inputting text based and numerical information from source documents within time limits. Compile, verify accuracy and sort information per priorities to prepare source data for computer entry.

**Customer Relations Officer**

**The Golden Key Credit Card** Feb 2006 – Nov 2008

Providing IT solutions and operations, handling inquiries and complaints, credit enhancements and fraudulent cheques. Ensuring and providing quality service to both external and internal customers. Access the company’s internal system to obtain and extract customer information.

Dedicated and hardworking professional with orientation in sales and customer service. Capable to carry out organizational mandates and objectives and further held a plan of action till the attainment of desired objective. Possesses the ability to enhance technical and management functions in a multiple tasking pressurized environment. A dedicated team player who possess good logical thinking.

PERSONAL SKILLS

Task Oriented

Adaptability/Flexibility

Photoshop skills

Proactive

MS Office

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**EDUCATION**

LANGUAGES

**Diploma in Information Technology**

**American College of higher education 2012**

I have followed a course in information technology and obtained a Diploma for networking, java programming and MS office programs.

**2005 -**Studied COMMERCE andSat for the GCE O’Level EDEXCEL International Examination at the British Council, Colombo, Sri Lanka and got through all subjects.

**Colombo South International High School – Sri Lanka**

**The Westminster School - Dubai**

**The Cambridge High School - Dubai**

English - Native Language 100% Arabic - Moderate 60%

Hindi - Moderate 70%

PERSONAL INFORMAION

Name - Kevern

Date of Birth - 08 – 05 – 1987

Nationality - Sri-Lankan

PASSION AND HOBBIES

Basketball Travelling Music Watching Football