**CURRICULUM VITAE

**MALAN**

[**MALAN.363987@2freemail.com**](mailto:MALAN.363987@2freemail.com)

Possesses excellent organization, coordination, communication and interpersonal skills. Aspiring to contribute and work actively to any progressive enterprise where knowledge and experience will have a valuable impact with an ultimate goal which is to be in the highest position as a professional by proving ability to handle the duties in the most prominent way.

**Strengths**

* Good client relations & customer service
* Good communication & coordination skills
* Handle pressure with ease & efficiency
* Admirable team spirit & leadership
* Commitment to service excellence

**EXPERIENCE**

* Currently employed with **Vivid Creations Trading L.L.C ( Jewelry & Watches ) at Outlet Mall, Dubai U.A.E.** as a **Sales Representative ,** since 1st of September 2015 to 15th of February 2017
* Providing excellent customer service
* Processing transactions quickly and accurately
* Advising customers
* Winning sales to meet targets
* Maintaining eye-catching effective displays within the store
* Taking pride in the store and maintaining it to a high standard
* Following operating procedures
* Providing customers with an enjoyable shopping experience
* Worked at **Steaky Restaurant(American cousin) at Downtown, Dubai U.A.E.**as a **Trainee Supervisor ,** since 1st of December 2012 to 31st of January 2015
* Supervising waiters and waitresses.
* Oversees a team of service workers
* Liaison between the kitchen staff and servers
* Communicates any customer concerns to the chef and kitchen staff & etc
* Preparing weekly schedule for the dining staff in to the job roll
* Worked at **Scoozi Restaurant (Italian & Japanese cousin)** at **Jumeirah Beach Resident, Dubai U.A.E**, since 29th of April 2010 to 9th of November 2012 as a **Waiter.**
  + To follow the schedule and perform the assigned duties to the highest standard &guest handling.
  + By product knowledge deliver guest request promptly and courteously.
* Worked as **sales Assistant** at **Islanders Damas (PVT) LTD, Bandaranayke International Airport** in **Sri Lanka,** since 1st of October 2007 to 15th June 2008.

Maximize sales at every available opportunity while ensuring that customers receive the highest level of customer service. Ensure that the shop is fully merchandised according to the departmental layout and that shelves are kept fully stocked at all times or displayed in a manner that maximizes the selling opportunity.

**Products dealt with;**

**Damas Jewelry**: 22k Gold, 18k Gold, 18k white gold with diamonds and Gem Stones

**Wrist Watch:** Mont Blanc, Hamilton, Gucci, Baume Mercier, Seiko, Swiss Military, Citizen, Timex, Zunto

**Wallet:** Mont Blanc, Benetton

**Sunglasses:** Ray Ban, Police, Vintage

**Garments:** Giordano, United Colors ofBenetton

**Perfumes:** Gucci, Dolce & Gabbana, Mont Blanc, Crocodile

* Greeting customers who enter the shop
* Be involved in stock control and management.
* Assisting shoppers to find the goods and products they are looking for.
* Being responsible for processing cash and card payments.
* Stocking shelves with merchandise.
* Answering queries from customers.
* Reporting discrepancies and problems to the supervisor.
* Balancing cash registers with receipts.
* Dealing with customer refunds.
* Keeping the store tidy and clean, this includes hovering and mopping.
* Responsible dealing with customer complaints.
* Working within established guidelines, particularly with brands.
* Attaching price tags to merchandise on the shop floor.
* Receiving and storing the delivery of large amounts of stock
* Keeping up to date with special promotions and putting up display
* Worked as a **Marketing Executive** at **Sanasa Insurance Company (PVT) ltd** since 1st of October 2006 to 30th of September 2007, in Sri Lanka

**PROFESSIONAL & OTHER QUALIFICATIONS**

* Successfully completed the **Computer Foundation Course** conducted by the **Thai Sri Lanka –** 2001.
* Successfully completed the **Computer Foundation Course (Microsoft Office Package)** conducted by the **MCI Institute of Computer Technology Sri Lanka** – 2003.
* Successfully completed diploma in computer hardware & engineering with networking conducted by the **Turn Key Computer Institute, Colombo 3, Sri Lanka** – 2005.
* Successfully completed the **Certificate in Graphic Designing** conducted by the **National Youth Services CouncilSri Lanka** – 2005.
* Successfully completed the **Basic Food Hygiene Training Course** conducted by the **Boecker Food Safety, Dubai** – 2013

**EDUCATION QUALIFICATIONS**

* Passed G.C.E (A/L) 2005

**Subject** **Grade**

Business Studies S

Accounts S

Economics S

General English S

* Passed G.C.E (O/L) 2002

**Subject** **Grade**

Bus. & Acct B

Health & Physical B

Lang & Lit (Sinhala) C

English C

Mathematics C

Social.St. & His C

Roman Catholicism C

Science & Technology S

Arts S

**EXTRA CRRICULAR ACTIVITIES**

* Senior Prefect of St Mary’s College from 2003 to 2005.
* College vice Sports Captain in 2004.
* Member of College Cricket Team.
* Member of College Foot Ball Team.
* Participated in the College Internal & External Activities.

**SKILLS & COMPETENCIES**

* Good communication skills
* Proven ability in understanding management needs
* Proactive, helpful, can-do attitude
* Flexibility to adjust to dynamic work environment
* Neat, organized, able to work independently and interdependently
* Computer literate including spreadsheets, word processing, e-mail, web

Further, I do hereby confirm that the above details are true and correct to the best of my knowledge and I undertake in carry out duties entrusted to me, to my best ability if I am given an opportunity.