

Shanaz Drahaman

Senior Sales Executive



Objective

Passionate customer service personnel with over ten years of experience aiming for a position that will enable me to grow professionally, use my solid communication and organization skills to handle customers complaints, and work with colleagues to achieve the company's goals. Worked in a fast-paced environment that focuses mainly on products, sales, marketing, and excellent customer experience and satisfaction.



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villa 191, Rayhanna street, New Al Falah
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May 24, 1987
Sri lankan



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Experience

Dec 2021- Present, Colombo

▪ Senior Sales Executive

Global Housing Real Estate (Pvt) Ltd

Oversee the promotion of property sales on advertisement media and listing services.

Meet with prospects and clients interested in properties to offer them real estate deals.

Communicate with clients to identify their requirements and choice of property.

Oversee the preparation and approval of documents such as purchase agreements, and lease contracts.

Monitor the property market to identify individuals with interest in property to convince them and secure a brokering deal.

Participate in seminars, conferences, and events to improve on existing job knowledge and expand personal network.

Dec 2019- Nov 2021, Colombo

▪ Sales Executive

Unimo Enterprises Ltd (subsidiary company of United Motors Lanka PLC)

- Be the first point of contact between customers and the dealership.
- Demonstrate features and options on all vehicles in inventory.
- Perform vehicle delivery for buyers after a purchase has been completed.
- Researched sales opportunities and possible leads to exceed goals and increase profits.
- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Monitored service after sale and implemented quick and effective problem resolutions.
- Developed a new sales strategy encompassing social media tools to directly reach potential customers during the lockdown period leading to a 80% increase in incremental revenues on behalf of Unimo in the first 6 months of 2021

May 2013- Dec 2021, Colombo

▪ Customer Service Executive

United Motors Lanka PLC

- Greet and welcome Foreign and local guests as soon as they arrive at the office
- Attend to all customers and direct them to the appropriate division
- Answer, screen and forward incoming calls in three rings (Operated the cisco PABX switchboard)
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Receive, sort and distribute daily mail
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Take the extra mile to engage customers

Aug 2006- Aug 2012, Colombo

▪ Front Office Receptionist

Paints & General Industries Ltd.

- Answering all incoming calls and rerouting them to relevant parties
- Organize incoming & outgoing mail
- Welcoming visitors and providing hospitality guests and clients
- Arrange travel and accomadations
- Perform other clerical duties such as filing,photocopying and faxing
- Ensure reception area is tidy and presentable

Education

2003 - 2006

- Successfully completed GCE O/L's and A/L's
- St.Paul's Girls School Milagiriya

Skills

- Excellent Communication Skills
- Problem solving skills
- Fast learner
- Time Management skills
- Enthusiastic
- Self motivated

Languages

- English
Advanced
- Malay
Intermediate
- Italian
Intermediate

References

Mr.Mahesh Gunathilake
CEO /ED
Unimo Enterprises Ltd.
100, Hydepark corner, Colombo 2.
0777557245

Mr.Aashiq Lafir
GCFO
Softlogic Holdings PLC
14, De Fonseka place, Colombo 5.
077773503