

# DISHVANIYA NANDHAKUMAR

Sales Analyst

: +971 52 949 8513

: dishenandha92@gmail.com

: 914, Skycourts Tower C,  
Dubai Land, Dubai

## PROFILE

Expert business strategist with a sound understanding of organizational development and sales. Skilled communicator with over 6 years of experience providing companies with successful solutions to building organizational success. Excellent customer service provider & student counsellor who detects more efficient ways of growing company assets by recommending new products, revolutionizing current product offerings, and testing new market approaches.



## PERSONAL DETAILS

Date of Birthday : 12.09.1992  
Marital status : Married  
Nationality : Sri Lankan  
Visa Status : Husband's Visa

## PROFESSIONAL SKILLS

MS OFFICE	<div style="width: 95%;"></div>
ADOBE ACROBAT	<div style="width: 95%;"></div>
PPT SKILLS	<div style="width: 95%;"></div>
GOOGLE SHEET	<div style="width: 95%;"></div>
TABLEAU	<div style="width: 95%;"></div>
PHOTOSHOP	<div style="width: 95%;"></div>
ODOO : ERP & CRM	<div style="width: 95%;"></div>
RESEARCH WRITING	<div style="width: 95%;"></div>

## TOOLS

SAP	<div style="width: 95%;"></div>
ZOHO	<div style="width: 95%;"></div>
G DATA STUDIO	<div style="width: 95%;"></div>
POWER BI	<div style="width: 95%;"></div>

## REFERENCE

Juhi Javeri  
Digital Operation Manager  
ArabyAds FZC

Mobile : +971 506 855 615  
Email : juhijaveri21@gmail.com

## EXPERIENCE

July 2022 - Oct 2022

**Sales Analyst (Remote)**  
Schemazone, Ontario

- To provide a high level of operational support to the sales (trades follow-up, on-boarding process, research & documentation)
- Recording, updating, and following up on CRM/ ERP Database
- Analyze, investigate, research, manage and resolve various requests from clients
- Attracting new clients by innovating and forecasting the sales process for the business
- Preparing and delivering pitches and presentations to potential new clients
- Developing and presenting proposals customized for each client's specific business needs
- Managing virtual and in-person sales meetings
- Develop a sales strategy for different markets

Aug 2021- April 2022

**Business Development Executive**  
TUTO Training Centre, Dubai

- Managing, tracking, and following up on leads by calling them to give them a brief about the classes being offered by the organization
- Build a network that can promote and help to create better leads
- Daily data management and branch operations management
- Answer all the doubts that clients are having and give them a clear picture of the courses.
- Enter and update the clients' information on the company portal.
- Drive lead generation and all external queries various marketing channels and ensure all inquiries are handled professionally and effectively
- Follow-up on students and teachers monthly payment, Collect and send invoice
- Schedule classes and trial classes according to the requests

Sep 2019 - Sep 2020

**Account Manager**  
APPICONIC (PVT) LTD, Sri Lanka

- Develop and sell effective and high return integrated marketing services campaigns, aligning with event sponsorship opportunities.
- Develop a growth strategy focused on both financial gain and customer satisfaction.
- Arrange business meetings with prospective clients.

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## EXPERIENCE

Sep 2019 - Sep 2020

**Account Manager**

APPICONIC (PVT) LTD, Sri Lanka

- Contribute to the overall development of the agency, in terms of positioning in the market.
- Manage all digital marketing campaigns on behalf of our partners.
- Work with colleagues to identify new prospective clients, track and diligently follow up all prospects to continually feed sales pipeline with qualified leads.

Jan 2016 - Sep2019

**Customer Service Executive (Section Coach)**

HSBC, Sri Lanka

- Worked in Banking Operations- Common Reporting Standards (CRS) (UK) and Document Retrieval Support (DRS) (Hong Kong).
- Pro-actively suggest and design improvement in process workflows.
- Conduct training sessions for new joiners
- Understand and deliver excellent customer service, process customer instructions accordingly to achieve agreed quality standards and targets on all process works.
- Problem solving and analysis-Display critical thinking, analyze issues and broke then down into their component parts with a logical and methodical approach.
- To ensure that common fraud/errors/Irregular transactions are identified and escalated in accordance with procedures in a timely manner.
- Handled personal internet banking, business internet banking and ATM customer related issues.
- Responsible to complete requests within the service level agreement.
- Acted as a contact point with Hong Kong business area.
- Capacity planning for the team

## BUSINESS DEVELOPMENT ATTRIBUTIONS

- Comprehensive knowledge of modern networking techniques.
- Ability to react quickly to emergency situation or new customer requirements
- Identifying the specific needs of customers then creating bespoke solutions for them.
- Writing accurate reports through the detailed analysis of data.
- Sharing knowledge and expertise in a highly professional manner.
- Can quickly collate and prioritise data from different sources.

## EDUCATION

Master of Business Administration (Awarded with Merit)  
(Cardiff Metropolitan University, UK)

BA (Hons) in Business Management (Second Upper class)  
(Middlesex University, UK)

HND in Business Management and Human Resource Management  
International college of Business and Technology (ICBT) Sri Lanka

Foundation Course in Human Resource Management  
National Institute of Business Management (NIBM) Sri Lanka

Foundation Course in Multimodal Transport Logistics  
Achievers Lanka Business School (Sri Lanka)

G.C.E Advanced Level Examination  
Highlands College, Hatton, Sri Lanka