

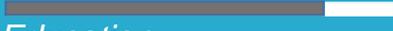


Mithun Lakmal

+97152 796 8966
mithun.lakmal@yahoo.Com

About Me

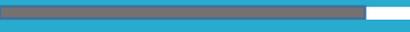
Skills



Education



Experience



*I have been told that I am an **inspirational** person, I understand the importance of being **interactive** and enjoy communicating with others for the benefit of the company,*

*I am always highly **enthused** about my work and tasks ahead.*

*I am an effective and **articulate** communicator with all levels of employees.*

*I am happy and extremely **personable** and excel in a positive work environment and I am committed to learning and **self-development** so that I can consistently achieve better results, I use a **creative** approach to problem solve.*

*I am so **dependable** person who is great at time management.*

*My **Key strength** is my **confidence**; **right attitude** takes me a long way*

Employment History

RIVOLI GROUP. GCC Luxurious life style Retailer

Sales Executive Sheikh Zayed Rd - Trade Centre (2015-2017)

As part of the sale team, I am able to maximize every sales opportunity and build a long term business relationships with all our customers. I do responsible to achieve and exceed the allocated sales target for luxurious Life style jewellery (watches) by delivering the highest levels of customer service thereby, creating customer loyalty and repeat sale figures on daily bases targets.

- ❖ Consistently maintain top performance in number of transactions and sales totals on individual achievement.
- ❖ Up selling luxury products to customers in a luxurious retail environment in the basic format of G.U.E.S.T.
- ❖ I am passionate about the delivery of exceptional service
- ❖ A self-starter, motivated by exceeding customer expectations and delivering result.
- ❖ Providing expert advice and well explain regarding the products features and benefits of watches offered.
- ❖ Generating leads, making sales continuously updating our CRM database, and meeting sales targets. Setting sales goals and developing sales strategies.

I am working in a challenging position within a global organization and industry leader of business consultancy group. As a part of team I provide Excellent Customer service that will utilize my knowledge, technical expertise and management skills in different varieties customer services.

THE H Dubai Office Tower – Sentinel Business centers

1 Sheikh Zayed Rd - Trade Centre.
Help Desk, Customer Representative (2009- 2015)
Main roles and key responsibilities.

- *Open and maintain customer accounts by recording account information.*
- *Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.*
- *Recommend potential products or services to management by collecting customer information and analyzing customer needs.*
- *Prepare product or service reports by collecting and analyzing customer information.*
- *Build sustainable relationships of trust through open and interactive communication.*
- *Generate sales leads, Identify and assess customers' needs to achieve satisfaction.*
- *Meet personal/team sales targets and call handling quotas.*
- *Take payment information and other pertinent information such as addresses and phone numbers.*

- ❖ *Hard work Sincerity, Creativity, Enthusiasm and Outstanding performance are the Amazing qualities displayed to deserve the title Employee of the Month tow times.*

Ceylon Furniture - JaEla Showroom 57K-Zone, Chilaw - Colombo (2019-2022)

Senior Sales Associate

- Maintain up-to-date knowledge about furniture products.
- Analyze customer needs and recommend appropriate furniture.
- Answer customer queries regarding furniture products.
- Coordinate with sales team to establish selling strategies and deals.
- Work with sales team to maximize sales and profitability.
- Ensure that furniture is delivered to customers in a timely manner.
- Develop action plans to achieve sales objectives. Analyze and process customer orders accurately.
- Provide outstanding customer services before and after the sale.
- Maintain positive working relationship with furniture manufactures and sales team to achieve revenue goals.
- Provide top level customer service that exceeds the expectation of customers
Achieve individual and store sales and KPI indicators by maximizing every opportunity to make sales.
- Perform till duties, including refund processing and price overrides
Identify the needs of customers and provide correct answers to them on questions concerning all products.

Hobbies & Habits

I love singing, playing guitar, watching movies, gym, I m a beach lover and I am a Dog lover, I love gardening, I don't take drink & I don't smoke.

Education back ground

- Computer One year Certificate successfully MS OFC
- High school certificate of education
- Advance level examination /Ordinary Level examination.

Personal information

Date of birth: 1988-july-19

Passport No: N5289628 Nationality Sri Lanka

Visa statues: visit visa

Languages : English, Hindi, Tamil

I hereby certify that the above mentioned particulars are true and accurate to the best of my Knowledge.