



## Mithun Lakmal

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### About Me

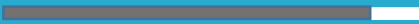
#### Skills



#### 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.