



OBJECTIVE

Self-driven customer service professional with over 10 years of experience working in a dynamic call center. Strong verbal and written communication skills. Passionate about building lasting relationships with customers.

EXPERIENCE

August 5th 2020 - Up to now

AL WAFIQ DU CHANEL PARTNER

Direct sales executive

Direct sales of Du mobile and home internet plans to walking customers

9th November 2019 - 5th July 2020

M & M Marketing UAE

Relationship Officer

Credit Officer Roles and Responsibilities:

- Increase credit card customers

- Engage and educate customers on product usage

- Convey brand information to customers and respond to questions/inquiries that arise

- Responsible for daily/monthly sales targets

- Investigate and address competitors' activities

- Prioritize and schedule proactive calls to organization's accounts

- Update and manage contact database with accurate profiles, notes, and relevant information

- Undertake training on the firm's markets and products, and improve on selling skills

- Match sales opportunities that cover other products involving various sales representatives

- Bargain customer pricing contracts with third party providers.

October 2015 - August 2019

Brumby's International srilanka

Team Leader (Market Research Analyst)

Sales & Finance

Engaged in the overall operation of Promoting and Selling of Stock to European Stock Investors. Generating Leads for 2nd Call.

2010 - 2014

Expo Commodities, Madagascar

Operation Manager

Export and Warehouse

Engaged on overall operation for the export of the quality products.

2008 - 2009

Airtel, Sri Lanka

Call Center Team Leader

Telecommunication

Selling Company's Products and Services

2002 - 2008

The Phone Company, Dialog – Samsung, Sri Lanka

Outlet Manager (2005-2008), Sales Officer (2002 – 2005)

Sales & Customer Service

Selling Company's Products and Services

EDUCATION

2001

ST.JOSEPH'S COLLEGE

GCE (O/L): 1998 GCE (A/L): 2001

SKILLS

Sales

Team work

Hard working

Problem solving and customer service

PERSONAL DETAILS

Date of Birth : 22/10/1982

Marital Status : Married

Nationality : Srilankan

PROFILE AND KEY SKILLS: ☐ Customer Service Representative with over 5 years of exceptional and thorough experience in telecommunication industry providing superior customer support. ☐ Sales and service oriented with a focus on providing the highest quality of customer care demonstrating relationship building skills and utilizing cross-selling methods to meet goals. ☐ Versatile office management skills .High energetic approach with ability to excel in a fast paced work environment. ☐ Recognized as trusted team player known for “can-do” attitude, flexibility and high-quality work.

Previous Work Role : Serves customers by providing product and service information and resolving product and service problems. Attracts potential customers by answering product and service questions and suggesting information about other products and services. Opens customer accounts by recording account information