

K. S. R. COLOMBAGE

Secure a Responsible Career Opportunity to Fully Utilize My Training and Skills, while Making Significant Contribution to the success of the company. working while providing a maximum contribution to the development of the organization.



WORK EXPERIENCE

- **SALES COORDINATOR** *January 2024 - May 2024*
The uniform studio - Dubai
Helping the sales team to improve their productivity by contacting customers to arrange appointments and ensuring all Sales Representatives have high-quality, up-to-date support material. Handling urgent calls, emails, and messages when sales representatives are unavailable, answering customer queries, informing them of delays, arranging delivery dates, and scheduling marketing events.
- **MARKETING EXECUTIVE** *September 2023 - December 2023*
Goldmine marketing services - Dubai _ business bay
Make outgoing calls to customers to advise them of products and services that may be of interest to them. Take customer information and update it in the database as required. Put through relevant sales and contracts for sales of goods or services. Explain products and service features to clients. Pass on leads to the outbound sales team if applicable. Upsell and cross-sell other products that may be useful for clients. Understand the customers' needs and tailor the service to their needs. Be patient with a polite and customer-focused telephone manner. Update customer information such as change of address and phone number when requested to do so. Follow-up calls with emails if required.
- **OPERATION MANAGER** *February 2023 - August 2023*
Syntex Technology (Pvt) Ltd.
Ensure all operations are carried on in an appropriate, cost-effective way. Improve operational management systems, processes and best practices. Purchase materials, plan inventory and oversee warehouse efficiency. Help the organization's processes remain legally compliant, Formulate strategic and operational objectives. Examine financial data and use them to improve profitability. Manage budgets and forecasts, Perform quality controls and monitor production KPIs. Recruit, train and supervise staff. Find ways to increase quality of customer service
- **SUPERMARKET SUPERVISOR** *May 2021- December 2022*
RICHKA SUPER CITY- Piliyandala
Overseeing salespeople, cashiers, shelf stockers, and other employees. Managing finances and preparing an annual budget. Keeping records of expenditure, sales figures, and employee performance. Evaluating the supply and availability of stocks, and profit-margins. Implementing measures to avoid stock damages, theft, and wastage.
- **CUSTOMER CARE/SERVICE EXECUTIVE** *March 2017 - April 2021*
Hatton National Bank GENERAL INSURANCE Group
Manage large amounts of incoming phone calls, Generate sales leads. Identify and assess customer's needs to achieve satisfaction, Build sustainable relationships and trust with customer accounts through open and interactive communication, Provide accurate, valid and complete information by using the right methods/tools, Meet personal/customer service team sales targets and call handling quotas, Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

SKILLS

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|-----------------------------|---------------------------|------------------------------|
| - Computer Skills/ IT | - Ability to do Multitask | - Adaptability |
| - Leadership | - Communication Skills | - Fast Learner |
| - Ability to Work in a Team | - Decision Making | - Creativity |
| - Effective Time | - Management | - Excellent customer service |

CONTACT

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PERSONAL DETAILS


Full Name : Kushan Sunera
Rumod Colombage
Date of Birth : 29-10-1997
Gender : Male
Marital Status : Single

EDUCATION

- Followed the AAT 1st and 2nd part.
- followed CMA (Part 1)
- Completed Certificated Microsoft Office Computer Course.
(MS WORD, MS EXCEL, MS POWERPOINT)
- Passed in Advance Level G.C.E. Examination -2016 - Commerce Stream - (Index No. 1220616)
- Passed in G.C.E. O/L Examination - 2013 (Index No. 30262500)

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

02 / 06 / 2024
(Date)


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(Signature)