# S.SURESH



Nawalapitiya Sri lanka

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**PERSONAL SUMMARY** A confident and assertive individual who is able to create a welcoming personal environment for all retail customers. He is customer service driven and able to deal with shoppers on a face to face basis in any fast paced retail environment. He has high energy levels and is able to operate efficiently with a subtle and persuasive manner. He is flexible about shifts, has a track record of coming up with innovative solutions to problems and is more than willing to roll he sleeves up to get things done. Suresh is very ambitious & is now looking for a suitable role with a exciting company where he will be at the heart of the action.

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| **AREAS OF EXPERTISE** |  | Customer service |  | Cost control |  | Retail industry |
|  |  | Customer needs |  | Sales |  | Marketing |
|  |  | Stopping theft |  | Processing deliveries |  | Stock management |

**CAREER HISTORY** Retail Division –indoor

**Sales Assistant – 2009-2013**

**National Trading & Development Est.** – **Dubai** (Tobacco Retail Division)

Responsible for being the face of the company and making sure customers enjoy their shopping experience. In charge of promoting stock to customers to ensure that the store is their first choice high street destination.

**Duties**  Being attentive to every customer’s needs.

* Answering telephone calls, conveying messages, and monitoring the flow of e-mails from the store website.
* Ensuring goods are well displayed.
* Receiving goods from suppliers.
* Performing clerical and administrative duties to support the manager.
* Ensuring that all customers are welcomed in an appropriate & timely manner.
* Achieving sales targets set by the company and Manager.

**Marketing Executive – Ceylon Pencil Company. (Atlas) – Sri lanka - 2006-2007**

**Sales Representatives – St, Anthony’s Group of Company Sri lanka - 2000-2001**

**Sales Representatives – Hayleys Consumer Products Ltd.Sri lanka - 1998-1999**

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| **KEY SKILLS** |  | A strong team player. |
|  |  | Always polite and helpful. |
|  |  | Possessing plenty of patience. |
|  |  | Resourceful, well organized, highly dependable, efficient and detail oriented. |
|  |  | Physically fit, having plenty of stamina and able to stand for long periods. |
|  |  | Assisting shoppers to find what they are looking for. |
|  |  | Making sure the shop looks good and is ready for the day’s trading. |
|  |  | Can work independently, multi-task, and take ownership of various parts of a  Project or initiative. |
|  |  | Creating eye catching and dazzling shop displays. |
|  |  | Willing to work irregular hours to cover busy periods. |

**ACADEMIC**

**QUALIFICATIONS**

* Kathiresen Central Collage – 1990 – 1996 Sri lanka

G.C.E (O/L) –3 Distinction & 5 Credit Passes –including Great Pass Mathematics, English and Science

* Lanka International Hotel School – 1999

Food & Beverage (Restaurant Services)

* British Business School – 1999

Diploma in Computer Studies

* Turnkey Computer Systems – 2000

Computer Hardware & Engineering with Networking

* Al- Madeenah English Institution – 1999

Spoken English Course

* Educational Development Council

Inter School Science quiz Competitions in – 1st Place

* Sports Meet – 1990-1996

100m, 200m, 400, and long jump, Cricket, Football, and table tennis, Badminton too

More than 3 times meet champ

Language

Tamil, Sinhala, English, Hindi, and Malayalam, and little knowing Arabic

Driving license - light / bike – Sri Lanka

Contact - Skype – hisham123413

**REFERENCES** Available on request