

SHAN JAYAWARDHANE

SALES ASSOCIATE

☎ 0568669254

✉ rusirushan987@gmail.com

📍 Ritaj, Dip 2, Dubai.



AREAS OF EXPERTISE

- Sales & Merchandising
- Front Office Managements
- Database Management
- Customer Relations
- Cash handling and Card Processing (POS)

PERSONAL SKILLS

- Problem-Solving Skills
- Team Management Skills
- Time Management Skills
- Excellent Communication Skills
- Decision-Making Skills
- Planning and Organization

TECHNICAL SKILLS

- Computer Literacy
- MS Word
- MS Excel
- MS PowerPoint
- Internet & Email

LANGUAGES

- English : Fluent
- Hindi : Intermediate
- German : Intermediate

PERSONAL DETAILS

- Visa Status : Cancelled Visa
- Date Of Birth : 1997/04/22
- Nationality : Sri Lankan
- Gender : Male

SUMMARY

Proven personality in the Sales, Clerical and Customer Relations oriented field, I am seeking a challenging opportunity to manage and lead operations where my education, extensive training, and much of my experience can be fully utilized

PROFESSIONAL EXPERIENCE

12/2022 -Current

Sales Associate

Sterling Perfumes LLC

- Greet customers as they approach the perfume Mega Store
- Inquire into customers' perfume buying needs
- Provide information on new perfume Arrival lines and their prices
- Assist in selecting perfumes by providing information on popular picks
- Provide customers with information on special deals and discounts
- Perform suggestive selling to ensure additional sales
- Set up perfume bottles and boxes, and testers according to company policies and procedures
- Properly display and maintain the stock levels
- Ensure that low stock situations are communicated to the supervisor in a timely manner
- Perform cash and card processing (POS)
- Affix price tags to merchandise

Front Office Assistant

2016 - 2019

Roman Beach Hotel, Sri Lanka.

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs

PROFESSIONAL QUALIFICATIONS

- **Certificate Course in Human Resource Management**- Open University Sri Lanka
- **Diploma in English** -Britishway English Academy
- **Following Diploma in Psychology And Counseling** - IMBS University