

MOHAMMED HESHAN JAMEL



Address for Correspondence:

*Flat# 501, Al Hameli building
1, Al Nud, Al Qassimia,
Sharjah, UAE*

E-Mail:
heshanjamel@gmail.com

Mobility: +971 56 5401150

Personal Data:

Gender: Male

Date of birth: 25-Oct-1989

Nationality: Sri Lankan

Marital Status: Married

Visa Status: Visit

Lingual Ability:

English –Excellent
Sinhala - Good

CURRICULUM VITAE

Objective

To work in a positive, professional, and resourceful environment where I can discuss, discover new technologies and enhance my knowledge and ability. As well as to obtain a position that will enable me to use my organizational skills, educational background and ability to work well with people. With more than 6 years of extensive experience in Retail Industry. I am looking forward to a more rewarding and challenging responsibility in an organization that rewards qualified people.

Professional Experience

Strong and extensive experience in the retail trade with excellent knowledge in MS Office, Excel. Highly knowledgeable in operating ORPOS, SIM, GDMS & CRM applications. Experience in the field of Freight forwarding, supply & logistics field for 04 years.

Skills

- ❖ A friendly, warm and assured personality.
- ❖ Versatile in the use of MS Office, Oracle, ERP, GDMS, SIM & CRM applications.
- ❖ A diplomatic approach to dealing with clients from different cultures
- ❖ Excellent customer service & communication skills
- ❖ Can work in a fast paced environment with less supervision.
- ❖ Knowledge of freight forwarding and processes followed.
- ❖ Multi tasking & managing all task to the fullest capacity.

Work Experience

WINFIELD ASSOCIATES (Nov 2017 to Mar 2022)

Position MANAGER – WORKSHOP & PROJECTS

Responsibilities:

- ❖ Coordinating with the sales team regarding the clients requirements
- ❖ Material requisition for fabrication of props & other merchandise.
- ❖ Coordinating with suppliers and having good rapport with them in getting the best deals & offers possible.
- ❖ Handling of all outstation POS material delivery via courier companies & managing all relevant details.
- ❖ Assigning workforce according to the job requirement.
- ❖ Meeting all deadlines as per there time frames provided
- ❖ Quality check & supervision of loading, unloading, installations removals of merchandise without any damages.
- ❖ Managing and handling local and international events.
- ❖ Managing of Freight & logistics for events inbound & overseas.

LAND MARK GROUP L.L.C. (JAN 20 2010 – DEC 14 2016)

Position: MERCHANDIZE ANALYST - Furniture.(July 01 – Dec 2016)

Home Center Gulf LLC, Dalma Mall Branch, Musaffah Abu Dhabi

Responsibilities:

- ❖ Analyzing fast & slow moving items in the store.
- ❖ Replenishing the stocks as per the space availability.
- ❖ Making sure all item on display are fixed & in good condition.

TRAINING ATTENDED

Product Knowledge
Home Centre training room
Oasis Retail School

Effective Customer Service
Home Centre training room
Jebel Ali Dubai

ORPOS & SIM Training
Landmark Training Centre
D.I.P Dubai

Art Of Retail Selling
Home Centre Training room
Jebel Ali Dubai

In Store Trainer
Home Centre Training room
Oasis Retail School

Supervisor Development
Home Centre Training room
Jebel Ali Dubai

NON-RELATED REFERENCES

Provided upon request

- ❖ Reporting any Quality issues & Manufacturing damages to the concerned departments.
- ❖ Analyzing the season trends & coordinating with the merchandizing team for the stocks.
- ❖ Minimizing damages by maintaining the correct stock levels at all times.
- ❖ Managing sea freight forwarding of inventory to countries in the GCC

Position: **CUSTOMER SERVICE (Nov 2015 – June 2016)**

Home Center Gulf LLC, Dalma Mall Branch, Musaffah Abu Dhabi

Responsibilities:

- ❖ Following the company policy in the return & refunds of inventory.
- ❖ Greeting and welcoming customers.
- ❖ Provide excellent customer service.

Position: **SALES SUPERVISOR (July 2014 – Oct 2015)**

Home Center Gulf LLC, Dalma Mall Branch, Musaffah Abu Dhabi

Responsibilities:

- ❖ Responsible in reconciling the Daily Sales Reports.
- ❖ Achieving the sales budget for the respective month.
- ❖ Provide customers with solutions to their complaints.
- ❖ Provide excellent customer service.
- ❖ Advise customers on the latest trends.
- ❖ Providing a high level of internal/external customer service at all times.
- ❖ Motivating & encouraging the team to achieve the budgets.
- ❖ Updating the team there budgets & tasks on a daily basis.

Position: **SALES ASSOCIATE (Jan 2010 – June 2014)**

Home Center Gulf LLC, RAK Branch.

Responsibilities:

- ❖ Achieving the sales budget for the respective month
- ❖ Maintain the department as per the standards.
- ❖ Making sure the store related stationery, supplies are reviewed regularly and adequately stocked in the store
- ❖ Providing a high level of internal/external customer service at all times.
- ❖ Analyzing the stock movement & coordinating with the merchandizing team for the stocks.
- ❖ Replenishing stocks & assuring all items are individually priced.

ACADEMIC RECORD

GCE ADVANCE LEVEL

LYCEUM INTERNATIONAL SCHOOL

NUGEGODA – SRI LANKA

GCE ORDINARY LEVEL

LYCEUM INTERNATIONAL SCHOOL

NUGEGODA – SRI LANKA

I hereby submit my curriculum vitae for your kind consideration and for favorable orders. I declare that the information's furnished above is true to the best of my knowledge.

Yours Faithfully,
M.HESHAN JAMEL