



NIFE MOHAMMED SULAIMAN

RETAIL SALES REPRESENTATIVE /
CUSTOMER SERVICE EXECUTIVE / FRONT OFFICE EXECUTIVE

CONTACT



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SKILLS

Computer Skills

95%

Sales Representative

100%

POS System Experience

85%

Customer Service

80%

Hotel Experience

70%

PROFILE

Focused customer relations professional skilled in lead generation, customer relationship development and sales. Accomplished in providing unsurpassed support to demanding customers. Offering experience in related roles, as well as passion for improving service delivery, enhancing knowledge and exceeding expectations.

WORKING EXPERIENCE

Public Relations Clerk

Mezgaon Logistics Consultancy LLC

September 7, 2023 – February 28, 2025

- Assisted in managing and maintaining positive public image for the company through various communication channels.
- Handled correspondence, press releases, and client inquiries efficiently.
- Supported the coordination of PR campaigns, media interactions, and logistics-related announcements.
- Maintained and organized public relations documentation and reports.

Front Office Executive

Season Hotel (PVT) LTD, Kurunegala

2022 January - 2022 July

- Keep front desk tidy and presentable with all necessary material (pens, forms, paper etc.)
- Greet and welcome guests
- Answer questions and address complaints
- Answer all incoming calls and redirect them or
- keep messages Monitor office expenses and costs

Part-Time Cashier Cum Waiter

Asian Grill Restaurant, Kurunegala

2022 January - 2022 July

- Welcoming and seating guests
- Taking guest orders Communicating orders with effectively with the kitchen
- Upselling appetizers, deserts and drinks

Retail Sales Representative & Customer Service Executive

Stelacom (PVT) LTD, Sri Lanka

2019 June - 2021 December

- Greet and direct customers
- Provide accurate information (product features, pricing and after-sales services)
- Answer customers questions about specific products/services
- Conduct price and feature comparisons to facilitate purchasing
- Cross-sell product Inform customers about discounts and special offers
- Stay up-to-date with new products/services

SOFT SKILLS

- Communication
- Time management
- Leadership
- Quick learner
- Multitasking Abilities
- Telecommunication

LANGUAGES

- Sinhala  100%
- English  100%
- Tamil  100%

Worked at Dialog Axiata PLC Branches (Kurunegala, Kandy, Warakapola & Nikaweratiya)

Brand Advisor (Promoter)

VIVO Mobile Lanka (PVT) LTD, Kurunegala, Sri Lanka
2018 July - 2019 April

- Demonstrate and provide information on promoted products/ Services
- Create a positive image and lead customer to use it
- Distribute product samples, brochures, flyers to source new sales opportunities
- Identify interest and understand customer needs and requirements
- Set up booths or promotional stands and stock
- Answer and direct phone calls
- Organize and schedule appointments
- Plan meetings and take detailed minutes
- Write and distribute email, correspondence memos, letters, faxes and forms
- Assist in the preparation of regularly scheduled reports
- Update and maintain office policies and procedures
- Order office supplies and research new deals and suppliers
- Maintain contact lists
- Book travel arrangements
- Submit and reconcile expense reports

ACEDAMIC QUALIFICATIONS

Bachelor of Software Engineering

2020 September - Present

Esoft Metro Campus - Colombo, Sri Lanka

Higher National Diploma in Computing

2019 February - 2020 September

Esoft Metro Campus - Kurunegala, Sri Lanka

ICT Certificate Course

2017 January - 2017 May

National Institute of Business Management - Kurunegala, Sri Lanka

REFERENCES

ON REQUEST

I hereby declare that the details and information given above are complete and true to the best of my knowledge.

Sulai

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Signature