



# MAHESHWARAN SUREN KUMAR

*Customer Service, Service Deliver, Communication, Process Improvement, Cashier, Receptionist, Operations & Administration*

## **Contact**

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📍 Al Khail Gate – Al Quoz, Dubai

## **Expertise**

- Commercial Awareness
- Multitasking
- Critical Thinking
- Leadership
- Compliance/ Regulations
- Teamwork
- Coordination
- Process Improvement
- Communication
- MS Office

## **Education Background**

- Automobile Engineering Training Institute Sri Lanka
- Vocational Training Trade Testing Services Sri Lanka
- GCE A/L 2011 Sri Lanka
- GCE O/L 2008 Sri Lanka

## **Language**

- English
- Tamil
- Malayalam
- Sinhalese

**Referees - Available upon request**

## **Summary**

I am an individual with self-developed willingness to embrace new ideas and challenges while adding value to current duties, exploring new ways to improve effectiveness and efficiency by reducing nonvalue added activities to gain the maximum outcome within given time frames and enthusiastic team player.

## **Professional Experience**

### ***Cars Auto Paint (PVT) LTD - Sri Lanka***

#### ***Sales Manager March 2020 to March 2023***

- Ensuring company policies are followed.
- Provide efficient and effective day-to-day management of workshops and liaise with stores to ensure all parts and spares are available to fit.
- Assign work areas and tasks to subordinates and ensure the timely completion of the same.
- Maintain awareness levels of all workshop employees regarding health and safety in the workplace.

#### ***Assistant Sales Manager May 2017 to March 2020***

- Coordinated with Insurance client base and prioritized their work.
- Meet new clients & get the leads. Ex: Transport Industry
- Controls & push other departments towards monthly target.

#### ***Cashier & Customer Service January 2016 to April 2017***

- Greets customers and determines the nature of their visit.
- Answers incoming phone calls & communicates with callers and visitors in a professional, friendly, and efficient manner.
- Receives cash, checks and credit card payments from customers; records amount received.
- Makes change and issues receipts to customers.

#### ***Colonial Motors (PVT) LTD - Sri Lanka | Customer Relations Officer August 2014 to December 2015***

- customers and directing them to an available technician.
- Answers incoming phone calls. Directs caller to appropriate department or individual or takes a thorough message.
- Types memos, correspondence, reports, and other documents.

#### ***Aegis Service Lanka (Airtel) (PVT) LTD - Sri Lanka | Receptionist July 2012 to August 2014***

- Greets showroom customers and determines the nature of their visit.
- Directs customers to the correct department, notifies the appropriate person that a customer is waiting and introduces the customer to a salesperson.
- Communicates with callers and visitors in a professional, friendly, and efficient manner.