

Personal Information



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Date of birth-08/01/1995

Nationality- Sri Lankan

Visa Expire- 12/01/2025

Skills

- Creativity
- Problem Solving
- Team Work
- Microsoft Office
- Multitasking
- CRM/SFA
- Scheduling

Languages

- English- Fluent
- Sinhala- Native
- Hindi -Intermediate

Hobbies

- Traveling
- Reading
- Team sports
- Watching movies

Summary

AKILA DISSANAYAKE

Sales Coordinator with 5+ Years of Experience

Results-driven and detail-oriented Sales Coordinator with over five years of experience supporting sales teams and driving revenue growth. Adept at managing customer accounts, streamlining sales operations, and ensuring seamless order processing. Skilled in coordinating between cross-functional teams, generating reports, and optimizing CRM tools to enhance client satisfaction. Proven ability to prioritize tasks, manage multiple projects, and deliver timely solutions in fast-paced environments. Committed to exceeding sales targets and fostering strong client relationships.

Work Experience

SALES COORDINATOR
RUHUNU Foods (Pvt) Ltd.

Aug 2021 – May 2024

- Provide administrative support to the sales team, including managing calendars, coordinating meetings, and preparing sales presentations.
- Utilize ERP software to manage customer databases, update records, and track client interactions.
- Processed customer orders and monitored inventory levels, ensuring timely delivery and reducing order delays by **25%** through enhanced coordination with logistics.
- Generated, analyzed, and distributed sales reports, enabling data-driven decisions and improving tracking of performance metrics, sales forecasts, and KPIs by **35%**
- Draft sales proposals, contracts, and agreements, ensuring accuracy and compliance with company policies.
- Assist in identifying new leads through market research and qualifying prospects to support business development.
- Acted as the primary point of contact for customer inquiries, resolving **90%** of issues on the first contact and enhancing customer satisfaction.
- Work closely with marketing, finance, and supply chain teams to align sales strategies and execute campaigns.
- Track and manage the sales pipeline, ensuring timely follow-ups and maintaining accurate records of sales activities.
- Stay updated on product offerings, and provide support in training sessions for sales staff and clients

SALES REPRESENTATIVE
Ceylon Cold Stores (Pvt) Ltd.

Aug 2019 – Dec 2020

- Monitor Sales trends and acknowledge upper management about new trends.
- Responsible for achieving personnel and distributor target monthly.
- Contact new and existing customers to meet and exceed sales objectives.
- Prevent competitors to enter the existing market.
- Implement sales promotion in efficient manner.
- Make sure the product available in the market.
- Negotiate and use persuasion skills to overcome objections.

Education

- **BACHELOR OF BUSINESS ADMINISTRATION (HONS) IN MARKETING MANAGEMENT.**
UNIVERSITY OF PERADENIYA SECOND CLASS HONOURS (LOWER DIVISION)
2014- 2019
- **AAT PASSED-FINALIST, ASSOCIATION OF ACCOUNTING TECHNICIANS.**
2012-2013