




Jamith Wikumsara

SALES EXECUTIVE & CUSTOMER SERVICE EXECUTIVE

Results-driven professional with a unique blend of Business Development and Customer Service expertise. Proven success in driving revenue growth through strategic business expansion initiatives and maintaining high levels of customer satisfaction. Adept at identifying and capitalizing on new business opportunities while ensuring an exceptional customer experience. Skilled in building and nurturing client relationships, conducting effective sales presentations, and resolving customer inquiries with a customer-centric approach. Seeking a dynamic role where my combined skills can be leveraged to foster business growth and elevate customer satisfaction.

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CONTACT DETAILS

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Dubai, U.A.E

PERSONAL DETAILS

- Date of Birth**
28th July 1999
- Civil Status**
Single
- Gender**
Male
- Visa Status**
Visit Visa (Valid Until 18th July 2024)

SKILLS

- **Organizational Expertise**
- **Business Development**
- **Contract Negotiation**
- **Product Demonstration**
- **Research Proficiency**
- **Stakeholder Engagement**
- **Record Management**
- **Event Coordination**
- **Budget Management**
- **Performance Evaluation**
- **Report Writing**

EXPERTISE

- **Microsoft Excel**
- **Microsoft Word**
- **Microsoft PowerPoint**
- **Microsoft Outlook**
- **CRM**

REFERENCES

Available upon request

EXPERIENCES

Sales Executive & Customer Service Executive

Omacx Health Care | Colombo, Sri Lanka | August 2020 - September 2023

- Actively promote and detail pharmaceutical products to healthcare professionals, effectively communicating their features and benefits.
- Demonstrate in-depth knowledge of pharmaceutical products, including composition, indications, contraindications, and potential side effects.
- Conduct thorough market research to identify potential customers, competitors, and emerging trends in the healthcare industry.
- Build and maintain strong relationships with healthcare professionals, providing them with essential information and support regarding the promoted products.
- Set and consistently achieve or exceed sales targets through effective implementation of sales strategies and techniques.
- Develop and execute territory plans, ensuring comprehensive coverage of target healthcare professionals and institutions.
- Organize and conduct product demonstrations, workshops, and presentations to educate healthcare professionals about product benefits and proper usage.
- Maintain accurate records of sales activities, customer interactions, and market feedback. Generate regular reports for management review.
- Provide valuable feedback to the company on customer reactions, competitor activities, and emerging market trends to inform product development and strategic decisions.
- Participate in and/or lead training sessions, workshops, and conferences to enhance product knowledge and sales skills.
- Address and resolve any issues or concerns raised by healthcare professionals regarding the products or services provided. Offer exceptional customer support to ensure satisfaction and loyalty.

Front Office and Customer Service Executive

Ceasium Inc. | Colombo, Sri Lanka | August 2018 - July 2020

- Provide a warm and friendly welcome to customers, making a positive first impression, whether in person, over the phone, or through digital channels.
- Handle customer inquiries via phone, email, live chat, or social media, providing clear, efficient, and courteous responses.
- Collaborate with the sales team to understand product offerings and sales strategies and support the sales process by generating leads, qualifying prospects, and participating in sales presentations.
- Respond promptly to customer inquiries, providing accurate and relevant information about our IT products and services.
- Stay updated on industry trends and competitor offerings to effectively communicate our value proposition.

EDUCATION QUALIFICATIONS

MBA in Marketing (Reading) - University of Bedfordshire
2023 - 2025

Exceptional Customer Service Training Course - Sri Lanka
2017

GCE Ordinary Level and Advanced Level - Sri Lanka
2015 - 2017

ACTIVITIES AND ACHIEVEMENTS

- Played for CH & FC Rugby Club - September 2018 - June 2019
- Played for Kandy District (Kandy Reds) U19 - 2018
- Active Player of school 1st XV Rugby Team in 2015- 2018
- Member of School Senior Prefect Board & Commerce Society