

NAGARAJA DEWANANDA

Management | Sales | Marketing | Supervising | Customer Service

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Date of Birth: 1996/11/11

Visa Status: Visit Visa (EXP: Oct/2023)

Phone: +971558194931

Nationality: Sri Lankan

Gender: Male

Age: 27



Highly accomplished professional with 7 years of extensive experience in Management, Sales, Marketing, Supervising, and Customer Service. Adept at driving business growth, leading teams to success, and delivering exceptional customer experiences. Proven track record of exceeding targets and enhancing operational efficiency. A dedicated and results-oriented leader committed to achieving organizational objectives.

CORE SKILLS & COMPETENCIES INCLUDE:

Leadership	Sales Strategy	Marketing	Customer Relationship	Team Management
Customer Service	Data Analysis	Strategic Planning	Project Management	Communication
Problem Solving	Process Improvement	Team Building	Adaptability	Sales Forecasting
BDS System	CRM System	MS Excel	CMS System	I Switch System
MS Database	VRM System	DBS System	Workflow	Management System

EDUCATION

HIGHER SECONDARY EDUCATION | ST. SYLVESTERS COLLEGE KANDY. SRI LANKA

ADVANCED LEVEL: Aug. 2015

ORDINARY LEVEL: Dec. 2012

PROFESSIONAL EXPERIENCE

QATAR AIRWAYS (APPLE RETAIL STORE & PULSE ELECTRONICS SHOP QDF) | SENIOR SALES ASSISTANT

Oct. 2022 to Jul. 2023

Sales Leadership: Led a team of junior sales associates, providing guidance, training, and motivation to achieve and exceed monthly sales targets consistently.

Client Relationship Management: Cultivated and maintained strong relationships with key clients, resulting in a 35% increase in repeat business and referrals.

Sales Strategy Implementation: Implemented effective sales strategies, including upselling and cross-selling techniques, resulting in a 20% increase in average transaction value.

Inventory Management: Played a pivotal role in managing inventory levels, ensuring products were adequately stocked to meet customer demand while minimizing overstock situations, leading to improved cost efficiency.

Customer Service Excellence: Delivered exceptional customer service by actively listening to customer needs, addressing inquiries promptly, and resolving issues, resulting in consistently high customer satisfaction scores and positive feedback.

ABANS SRILANKA (RETAIL MOBILES DIVISION APPLE & SAMSUNG) | STORE SUPERVISOR

Oct. 2021 to Oct. 2022

Team Leadership: Supervised a team of 10 store associates, providing guidance, training, and motivation to achieve and exceed sales targets consistently. Implemented training programs resulting in a 20% improvement in team performance over the course of one year.

Inventory Management: Managed store inventory efficiently, ensuring accurate stock levels and reducing inventory discrepancies by 15%. Implemented inventory control procedures that resulted in a 10% reduction in inventory carrying costs.

Visual Merchandising: Led visual merchandising efforts, optimizing store layout and product presentation. Collaborated with the marketing department to create eye-catching displays that increased product visibility and boosted sales by 12%.

Customer Service Excellence: Ensured exceptional customer service standards by addressing inquiries, resolving issues, and maintaining a positive shopping experience. Implemented customer feedback mechanisms, resulting in a 10% increase in customer satisfaction scores within six months.

Loss Prevention: Implemented effective security measures and loss prevention strategies, leading to a 25% decrease in shrinkage and theft-related incidents. Conducted regular staff training on loss prevention techniques to maintain a secure shopping environment.

ABANS SRILANKA (APPLE RETAIL DIVISION) | SENIOR SALES EXECUTIVE

Oct. 2018 to Oct. 2021

Sales Leadership: Spearheaded a high-performing sales team of 12 executives, setting clear objectives and providing coaching and mentorship. Achieved a team sales target of 10 million, surpassing the goal by 20% in the fiscal year.

Key Account Management: Managed and nurtured relationships with top-tier clients, resulting in a 25% increase in revenue from existing accounts. Developed customized solutions to address clients' specific needs, leading to enhanced customer loyalty.

Market Expansion: Successfully penetrated new markets, resulting in a 30% increase in the client base and a significant boost in market share. Conducted market research and analysis to identify growth opportunities and devise effective market entry strategies.

Sales Strategy Development: Collaborated with the sales and marketing teams to formulate and execute comprehensive sales strategies. Introduced innovative lead generation techniques, resulting in a 15% increase in the sales pipeline.

Sales Analytics: Utilized data-driven insights to assess performance, track sales metrics, and make informed decisions. Implemented sales analytics tools, resulting in a 10% improvement in sales forecasting accuracy.

ABANS SRILANKA (SAMSUNG MOBILES RETAIL DIVISION) | SALES EXECUTIVE

Jun. 2016 to Oct. 2018

Sales Results: Consistently exceeded sales targets, achieving 120% of quota over two years.

Client Growth: Grew client base by 30% within the first year through effective prospecting and relationship building.

Market Expansion: Increased market share by 15% by successfully entering new markets after conducting market research.

Process Efficiency: Improved sales process by implementing CRM software, reducing administrative tasks by 20%.

Collaboration: Collaborated with marketing and product teams to align strategies and contribute to product development based on customer needs.

PROFESSIONAL REFERENCES

References available upon request.