

MINOJAN THMARAICHELVAN

SALES OFFICER

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Profile

My career objective is to work in a progressive organization where my skills will be utilized and developed while responsibilities and achievement in customer service. Highly motivated and enthusiastic with over several years' experience within the sales industry. Extensive back ground in English, marketing and customer service. Exceptional communication skills at all level both verbal and written comfortable interacting professionally and effectively with customer to ensure as their satisfactions achieved. Works well under pressure as a leader or within a team environment whilst consistently achieving KPIS above expectation.

Professional Experiences



SALES OFFICER

BAUHAUS /WILSON STORE MALL OF THE EMIRATES TIME SQUARE LLC DUBAI UAE

2024 JAN – 2025 MARCH

Experienced and dedicated to achieving business and establishment goals by creating a smart development training for employees in the team and amazing working environment. Highly focused on delivering outstanding customer service by identifying customers needs in order to create an amazing customers satisfied experience.

DUTIES AND RESPONSIBILITIES

- Representing the brands identity (BAUHAUS GALLERIA MALL 03 months / WILSON STORE MALL OF THE EMIRATES
- Help in driving business through active leadership while ensuring exceptionally different customer experience
- Lead and supervise a team of associate to ensure operational task and procedures successful and all opening and closing routines are completed while keeping in mind customer satisfaction
- Keep store presentation and sales floor standards up to company norms
- Training and developing of associates
- Follow up the objectives and budget provided by the store manager and drive the store to achieve the target.
- Monitor the KPIs of the store and define the action plans to reach the target.
- provide feedback for buying sessions to store manager along with the store manager
- supervise the organization and efficiency of the team by sharing knowledge monitoring individual and collective objectives.
- Contact briefing support and coach the team on the shop floor.
- Support the sales team on the floor and deliver excellent customer service to the clients
- Enforce the client service values by leading by example and coaching the sales team on the floor.
- Follow all other procedures such as cash inventory stock and security and participate in the inventories and restocking along with the stock manager.
- Share sales information (customer, products market, team deliveries after-sales service visitor and other information related to the store operation with the store manager and prepare weekly report



SALES TEAM LEADER IN SUN AND SAND SPORTS GMG DUBAI UAE

2022 AUG – 2024JAN

Responsible for leading a sales team towards key achievement of common sales target while delivering exceptional customer experience and ensuring support in the implementation of CRM
Customer experience and other key customer and people initiatives in the store

DUTIES AND RESPONSIBILITIES

- Follow up the objectives and budget provided by the store manager and drive the store to achieve the target.
- Monitor the KPIs of the store and define the action plans to reach the target.
- provide feedback for buying sessions to store manager along with the store manager,
- supervise the organization and efficiency of the team by sharing knowledge monitoring individual and collective objectives.
- Contact briefing support and coach the team on the shop floor.
- Support the sales team on the floor and deliver excellent customer service to the clients
- Enforce the client service values by leading by example and coaching the sales

Act in a leadership capacity to support the sales profitable and operational goals for the store by guiding the hourly associates in the Experience day to day procedures to best drive the store objective.

DUTIES AND RESPONSIBILITIES

- In conjunction with or in the absence of management staff guiding the daily operation of the store and activities of hourly associates to accomplish excellent customer service and maximize sales
- Follow up the objectives and budget provided by the store manager and drive the store to achieve the target.
- Monitor the KPIs of the store and define the action plans to reach the target.
- Contact briefing support and coach the team on the shop floor.
- Support the sales team on the floor and deliver excellent customer service to the clients
- Enforce the client service values by leading by example and coaching the sales team
- Follow all other procedures such as cash inventory stock and security and participate in the inventories and restocking along with the stock manager.
- Share sales information (customer, products market, team deliveries after-sales service visitor and other information related to the store

TEAM MEMBER COBRA WASTE MANAGEMENT SYDNEY AUSTRALIA

2013 - 2017

DUTIES AND RESPONSIBILITIES

- Overseeing daily waste collection, segregation, recycling, and disposal activities on-site.
- Ensuring all operations comply with environmental, health, and safety regulations.
- Monitoring the use and maintenance of equipment like trucks, compactors, and sorting machines.
- Assigning tasks to workers, monitoring performance, and ensuring adherence to protocols.
- Providing training to staff on waste handling and safety measures.
- Reporting & Communication
- Preparing daily/weekly reports on waste volumes, site operations, and incidents.
- Maintaining the cleanliness and organization of the site.
- Conducting regular audits to ensure proper segregation and disposal.
- Addressing operational challenges, equipment breakdowns, or staff-related issues effectively.

QUALIFICATION

2012 TAFE INSTITUTE IN SYDNEY AUSTRALIA

HIGHER NATIONAL DIPLOMA IN BUSINESS
MANAGEMENT (HND)2011 ICBT INSTITUTE IN COLOMBO SRI LANKA
DIPLOMA IN BUSINESS MANAGEMENT2010 HIGH SCHOOL DIPLOMA SRI LANKA
NEGOMBO WHCC COLLAGE

SKILLS

- Customer Engagement
- Sales Strategies
- Inventory Management
- Team Training
- Performance Reporting
- Conflict Resolution
- Cash Handling
- Product Knowledge
- Promotional Campaigns

LANGUAGES

- English
- Sinhala
- Tamil

PERSONAL DETAILS

DATE OF BIRTH : 24.09.1992

GENTER : MALE

NATAIONALITY : SRI LANKAN

VISA STATUS : CANCELLED VISA

Accomplishments

2021 bodybuilding stage performer in srilanka 4th place certificate award by srilankan government.
online fitness training as a part time.

professional experience in modeling for the brand in sir lanka (HE & SHE STORE IN SRI LANKA)

I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT ACCORDING TO THE BEST OF MY KNOWLEDGE AND EXPERIENCE. IF SELECTED I ASSURE THAT I WOULD PERFORM TO THE BEST OF MY ABILITIES EARLY WAITING A POSITIVE RESPONSE.

T.MINOJAN