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JOHN BOSCO VIRAJ BROWDIN

PROFESSIONAL SUMMARY

Inspiring speaker enthusiastic about motivating professionals to pursue ongoing development. Leads sessions and coordinates training activities based on organisational needs. Approachable, encouraging and informative leader adapts to different situations and environments.

CERTIFICATIONS

- Diploma in Airport Operations - IATA
- Diploma In Business Management
- Advanced Diploma in Computer Networking and Hardware
- Occupational Safety and Health Officer - Ministry of Industry and commerce - Sri Lanka
- National Vocational Qualification Level 4 - Ministry of Industry and commerce - Sri Lanka

SKILLS

- Leadership
- Training and development
- Assessment strategy
- Business development and planning
- Financial records analysis
- Budget forecasting
- Confident communicator

WORK HISTORY

January 2023 - October 2023

Revocare Solutions - Training and development executive

- Analysed training requirements at individual, team and organisational level.
- Secured high satisfaction rates by going extra mile to cater to specific organisational needs.
- Facilitated high-quality workshops, meetings and demonstrations online and offline.
- Engaged professionals in industry-specific knowledge, techniques and methodologies.
- Developed soft skills by providing training in time-management, problem-solving, and effective communication.
- Created training programmes guaranteed to achieve key organisational objectives.

January 2022 - December 2022

Revocare Solutions - Telesales executive

- Utilised excellent direct sales techniques and rapport-building skills to convert warm leads into sales.
- Communicated promotions, offers and new products to increase and maximise sales.
- Established long-lasting customer relationships to maximise sales opportunities and repeat business.
- Initiated contact with new customers and prospects to establish needs and progress sales process.
- Provided excellent customer service, upholding high level of customer satisfaction.
- Maintained quality compliance by keeping detailed records of prospects and active client communications.
- Memorised company sales scripts to improve customer rapport-building.

PERSONAL DETAILS

Date of Birth / Age:

18/12/1996

Nationality: Sri Lankan

Visa Status: Visit

November 2020 - November 2021

Intelligent Image Management Lanka (Pvt) Ltd - Title examiner

- Managed and rented out rental properties.
- Professionally represented sellers in complex negotiation with prospective buyers.
- Answered phone calls and emails from potential and existing customers.
- Coordinated appointments with prospective buyers to showcase houses and plots.
- Increased customer satisfaction ratings, addressing issues effectively for speedy resolution.
- Oversaw transfer of property rights to meet strict deadlines.
- Liaised with property owners and prospective new customers.
- Advised customer on contract law and property law.
- Communicated terms and conditions to prospective buyers or tenants.

April 2016 - May 2020

Glorchem Enterprise - Business development executive

- Strategised with sales teams to prospect and qualify potential customers within assigned geographic territories.
- Developed and implemented value-adding strategies to increase product and service profitability.
- Launched new products with exceptional campaign planning.
- Managed profitable portfolios of 600+ accounts.
- Forged partnerships to reach wider customer base.
- Negotiated contract terms and pricing to maximise revenue.
- Trained new staff to efficiently manage sales pipeline.
- Managed 40+ sales staff to deliver on company targets.
- Generated new leads through networking at industry conferences and events.
- Optimised service delivery in collaboration with distribution partners.

EDUCATION

Bachelor of Science: International Business - Financial Management
Northumbria University, January 2021 - October 2023

A/Levels - Commerce Stream

St. Anthony's College, January 2013 - September 2015

O/Levels

St. Anthony's College, January 2002 - October 2012