



MOHAMED AL NAWRAN



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Villa 29A, 28C Street, Garhoud,
Dubai, United Arab Emirates

Visa Status - UAE Resident visa

Date of Birth - 20.09.2000

Nationality - Sri Lankan

Emirates ID - 784-2000-1139923-3

Hight - 5.10"

Skills

- Customer Relationship Management (CRM)
- Inventory and Stock Management
- Cash Handling and Reconciliation
- E-commerce Operations and Logistics
- Visual Merchandising and Product Presentation

Languages

- English
- Tamil
- Hindi
- Arabic

About Me

A dedicated customer service and sales professional with experience in managing operations, sales, and customer relationships. Adept at handling high-pressure environments, offering exceptional service, and ensuring smooth operational processes.

Experience

Customer Representative And Sales

2024- Present

Sugar box - Sharjah, UAE

- Provide exceptional customer service in a fast-paced cafeteria and pastry environment.
- Assist customers in selecting products, upsell pastries, and ensure high customer satisfaction.
- Handle cash and card transactions accurately, ensuring smooth cashier operations.

Hub Second Inline

2022- 2024

Daraz group of Alibaba - Colombo, Sri Lanka

- Managed daily hub operations, ensuring timely sorting, dispatch, and delivery of packages.
- Maintained records of transactions and handled end-of-day cash reconciliation.
- Analysed market trends and customer needs to identify new sales opportunities and improve product offerings.

Retail Sales Assistant & Cashier

2021- 2022

Ocean View Store, Colombo, Sri Lanka

- Provided exceptional customer service by greeting customers, answering questions, and assisting with product selection.

Additional Experience

Digital Marketing Specialist

Freelance

- Managed paid ad campaigns and improved conversion rates through SEO and social media marketing.

Dropshipping Specialist

Freelance

- Managed successful dropshipping stores, handling product sourcing and sales optimization.

Education

Diploma in Marketing and Sales

Institute of Business Studies, Colombo, Sri Lanka

2020

High-School / Secondary Level Completed

Royal College Colombo 07 Sri Lanka

2019

Sports Qualifications

Rugby Player

- Played in the **School Rugby Guinness World Record** event in Sri Lanka.

Former Boxing Player

- Developed discipline, focus, and physical endurance through rigorous training.