



# Mohamed Aathil

Address: room, 104 gulf traveled building Deira, Dubai, UAE

Phone: +971507626593

Email: [mohaathil95@gmail.com](mailto:mohaathil95@gmail.com)

## Customer sales associate

### Personal Summary

An ambition and goal-oriented Sales Associate who will always provide him customer with a top quality service that meets their needs and expectations. I have a great personality that engages customers, a professional telephone manner and superb negotiating skills. These combined enable her to easily increase brand loyalty, and quickly build up report with customer who has different personalities and requirement

### Skill Highlights

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- A desire to achieve results
- Active listening skills
- Complex problem solver
- Objection- Handling
- Good Communication skills
- Service-focused

### Work Experience

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**Customer Service Specialist January/ 2017 TO august/ 2019**

**NOLIMIT SRILANKA**

- Recommends potential products or services to customer.
- Collecting customer information and analyzing customer needs.
- Processing orders, forms, applications and requests for information.
- Keeping up to date withal the company's product, services and procedures.
- Build rapport, listen, clarify and manage conversational flow.
- Ensuring that a customer's problem is brought to a satisfactory conclusion.
- Directing request and unresolved issues to other colleagues.
- Receiving and processing cash payments.
- Handling complex queries and complaints.
- Turning complaints into opportunities.
- Handling objections professionally.
- Maximizing every sales enquiry.
- Helped my branch attained the highest customer service ratings and sales.

**FASHION BUG SRILANKA – December 2019 / June- 2021**

- Store and Department in charge of Sportswear and Fashion denim.
- Do Visual Merchandizing.
- Reporting to the Store Manager regarding stocks and any concerns assigned department.
- Updating Daily Sales Reports and Targets.
- Carries out directives and instructions that may be assigned by Manager and Area Managers.

## Professional Qualifications

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### ACADEMIC QUALIFICATION

- Successfully Completed G.C.E Ordinary Level Examination in 2016.
- Successfully Completed G.C.E Advance Level Examination in 2019.

### PROFESSIONAL QUALIFICATION

- **Successfully Completed HND in business management**  
ESoft metro campus Sri Lanka.
- **Successfully Completed diploma in English**  
HEADWAY SCHOOL OF LANGUAGES (PVT) LTD, SRILANKA

### OTHER QUALIFICATION

- Customer service training 2014, 2015.
- SIM (Store inventory management) training 2015 March.
- Selling skills training 2015 November.

### LANGUAGE PROFICIENCY

**English** - Professional working proficiency

**Tamil** - Native

**Sinhala** - Native

## Personal Info

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**Full Name** : Mohamed Aathil  
**Date of Birth** : 16<sup>th</sup> April 1995  
**Sex** : Male  
**Nationality** : Sri Lankan  
**Civil Status** : married  
**License** : Valid Sri Lankan License

## Declaration

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I do hereby declare that all the information furnished by me are true and accurate in every respect to the best of my knowledge.

Yours Sincerely

Mohamed Aathil