



ROSHAN FAZIL

Sales Executive, Customer
Service Executive, Admin

My Contact

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📍 Bur Dubai, Dubai.

Personal Detail

- Gender: Male
- Nationality: Sri Lankan
- Status: Married
- Passport No: N6831778
- Visa Status: Employment Visa

Education Background

● BA. Special in Languages

Department of Languages and communications. **Southeastern University of Sri Lanka.**

● Diploma in Business Administration

International College of Business and Technology, Sri Lanka.

● Diploma in Spoken English

British College of Education, Sri Lanka.

● Certificate in Retail management Merchandising and Consumer Behavior

Alison.com

About Me

I am a talented, dedicated individual with a broad set of abilities and expertise in administration, Customer service, Sales, and Marketing. In addition, I can manage various jobs regularly and performing well under pressure.

Career Statement

"I am a courageous, hospitable, and innovative individual interested in joining your organization to serve you giving the best of my learning, experience and time. In performing my duties, I will execute the tasks given to me in a productive manner with my creativity and hardworking nature."

-Roshan Fazil-

Professional Experience

Dusoul by Dhamani (LLC), Dubai, United Arab Emirates. Sales Consultant, (Luxury Diamond Jewellery, Gemstones, and watch Retails)



Oct 2022 - Present

Key responsibilities:

- Greets and meets customers on arrival at the shop.
- Listens attentively to a customer's needs and gives explicit explanation to satisfy such a customer.
- Assist in establishing client's requirements and undertaking feasibility studies.
- Presents the customer with the needed jewelry and provides information, such as pricing.
- Responsible for sales and marketing
- Answer queries by employees and clients Update office policies as needed.

Metropolitan Computers private LTD, Colombo, Sri Lanka



Sales and Marketing executive. (Electronic Retails)

Aug 2019 - Aug 2022

Key responsibilities:

- Consult with customers regarding specialized computer requirements, computer services, and technical products.
- Perform customer service tasks including, but not limited to, product returns, defective product exchanges.
- Understand technical specifications provided by the customer and prepare optimal product.
- suggestions to meet or exceed customer requirements in relation to pricing, availability, delivery, and quality.
- Attend and participate in various events on and off campus.
- Perform cashiering duties as assigned.
- Greet and actively engage customers on the sales floor to determine needs, locate products, and make product suggestions.

Hard Skills

- Computer Skill
- Product Knowledge
- Client Engagement
- Active Listening
- Social Selling

Soft Skills

- Growth Mindset
- Time Management
- Communication
- Self-confidence
- Empathy

Referees

Mrs. M. Samiya

Doctor

Emirates Specialty Hospital. UAE.

Phone +971 56 127 3415

Mr. B. Safrul Infas

Senior Quantity Surveyor

ALEC Engineering & Contracting LLC
– UAE

Phone +971 56 321 6893

7cs Group of Companies / Jewel Corner – Dubai, UAE, and Qatar

Sales Associate and Shop in charge (Diamond Jewelry and Gemstones Retails)

Sales Associate Dec 2016 - Nov 2017

Shop in charge Dec 2017 - Jul 2019



Key responsibilities:

- Greet customers as they arrive at the store/counter and ask them how they would like to be assisted.
- Listen to customers' requirements closely and provide them with information on available pieces and sets.
- Show customers their desired pieces and provide information such as setting types monitoring the resources.
- Identifying, analyzing, and responding to commercial risks and correspondences.
- Wrapping and bagging their purchases, educate customers about warranties and guarantees.
- Writing reports and correspondences Produce monthly cost & value reports, quarterly reports & cash flow information.

Dialog Axiata WoW.lk, Sri Lanka.

Customer Experience Associate (Online and Electronics Retails)

Dec 2015 - Aug 2016



Aloka Hospitals, Sri Lanka.

Administrative Assistant cum Customer Service Assistant (Health care and Hospital).

Dec 2010 - Oct 2012



Awarded & Achievements

Salesperson of the Month - 7cs Group of Companies, Soft Touch Jewels, Jewel Corner

I have won salesperson of the month award for July 2017 and December 2017 for achieving my store target and I have closed personal target by achieving 242% and end up as best performer among the other GCC branches of our company.

Employee of the Month - Dialog Axiata PLC, WoW.lk

I was honored with employee of the month award for selling the greatest number of TVs.