

CURRICULAM VITAE



KUSHAN LIYANAGE

+97433265723

Email id: nilukakushaan@gmail.com

Career Objective:

A highly motivated and result driven professional utilizing enthusiasm, perseverance and strong desire to learn, to contribute and make a positive difference to the organization.

Qualifications:

- (i) **Successfully Passed the G.C.E O/L Examination at Piliyandala Central College (2003)**
- (ii) **Participated G.C.E A/L Examination at Piliyandala Central College (2005)**

Technical Qualifications:

- COURSE ON BASIC COMPUTER STUDIES

Career brief:

1. Department In-charge at Landmark Group (Qatar) (January 2008 – 1st June 2020)

Key Deliverables of the job :-

- Managed and maintained displays as indicated by planograms and VM guidelines.
- Educated customers on available product options to meet and exceed customer service experience.
- Investigated and resolved customer complaints or issues to strengthen store reputation and grow customer retention.
- Making sure that the loyalty membership program enrollment target is achieved.
- Assisting Store Manager for maintaining monthly petty cash and maintaining all types of inventory documents.
- Initiating the monthly damage process for entire store.
- Consistently creates a welcoming environment for the customer by greeting and assisting; as well as quickly responding to customer enquiries and needs.
- Assisting Store Manager for ensuring minimal shrinkage, taking regular trainings of the staffs, and making sure that each and every process is being carried out as per the SOP.
- Department staff Roster making as per the Requirements.
- Make sure Sufficient Stocks are available to run smooth operations & in case not enough stocks make a manual request and get the stocks to store on time.
- In Absence of Store manager handling the store.

- Monitoring the WTD/MTD/YTD performance of the department and drive the staff to achieve the given targets.
- Giving timely Feedback for staff and make them grow step by step.
- Communicate all the necessary messages to the staff for smooth operations.
- Train the staff to increase productivity, self-confidence etc...
- Conducting EMM every day.

2. Sales Associate at Odel Department Store ,Colombo **(January 2006 – December 2007)**

Key Deliverables of the job:-

- Provided high quality customer service to optimize customer purchasing and payment process.
- Achievement of sales targets.
- Supervision of hard tagging under the guidelines of SOP's.
- Effective replenishment of stock on the floor.
- Following up the entire SOP's of the company.

Achievements & Extra-Curricular Activities:

- Long Service Reward certification.
- Attended the Presentation training and successfully completed.
- Successfully completed the Basic Fire Training.

Personal Attributes:

- Highly flexible personality
- Excellent grasping power
- Communication and team building skills
- Relationship building skills
- Fluent presentation skills
- Organized working/thinking methodologies
- Positive Leadership Qualities

Personal Details:

Father's Name : Mr. Premasiri Liyanage

Date of Birth : 14/10/1986

Gender : Male

Marital Status : Married

Languages known : English, Sinhala,Hindi, Arabic, Tagalog

Current Address : Al-Sadd, Qatar

Permanent Address: 4/2, Morenda, Piliyandala

Hometown City : Piliyandala, Colombo, Sri Lanka

Contact Number : +97433265723

Hobbies:

- Listening music.
- Bodybuilding.
- Blogging.

Signature: Kushan Liyanage