

SANDUNI AMARAWEEERA



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📍 Dubai, United Arab Emirates

📅 October 8th, 1997

♀ Female

🚩 Sri Lankan

🌐 www.linkedin.com/in/sanduni-amaraweera

🎓 EDUCATION

Bachelor Of Business Administration & International Marketing,
IPAC, France
2022

Diploma in Strategic Brand Management
Sri Lanka Institute in Marketing (SLIM), Sri Lanka
October 2020
Colombo, Sri Lanka

Preliminary Certificate in Marketing
Sri Lanka Institute in Marketing (SLIM), Sri Lanka
April 2018
Colombo, Sri Lanka

👤 PROFILE

A self-motivated and energetic employee with Six years of work experience in the fields of Banking & Finance industry focusing on the new challenges and successful service in the appropriate field. highly adaptable and dedicated for customer service in order to provide errors free results, customer satisfaction and quality service with the previous experience in the above-mentioned field.

📁 PROFESSIONAL EXPERIENCE

SALES AND CUSTOMER SERVICE ASSOCIATE

Healthy Sports - Sports Society, Dubai, UAE

October 2022 - April 2024

Dubai, United Arab Emirates

- Greeting customers, responding to questions, improving engagement with merchandise, and providing outstanding customer Service
- Operating cash registers, managing financial transactions, and balancing drawers.
- Maintain a positive attitude and focus on customer satisfaction in a fast-paced environment.
- Introducing promotions and opportunities to customers.
- Analyzing field reports and preparing sales documents.
- Customer Calls handling

SENIOR MARKETING EXECUTIVE - Direct Sales and Business Development

Lanka Security Printing (Pvt) Ltd, Sri Lanka

May 2019 - May 2022

- Supervising and delegating tasks to the sales team members.
- Meeting the sales targets and sales goals efficiently.
- Building relationships with the old and existing customers.
- Providing training sessions to the new team members.
- Maintaining a positive working environment for the employees.
- Addressing customer's issues in a timely manner.
- Performing administrative tasks of transactions such as recording and filing details.
- Adhering to the work policies, ethics, and regulations of a firm.



LANGUAGES

English

Sinhala

Hindi



ACADEMIC QUALIFICATIONS

General Certificate of
Education Advance Level
Examination 2016

General Certificate of
Education Ordinary Level
Examination 2013



COURSES

**National Certificate in
Computer Application
Assistant (NVQIII)**
*National Vocational Training
Institute, Sri Lanka*
Colombo, Sri Lanka

**Certificate in Computer
Application Assistant**
*Technology and Computer
Training institute, Sri Lanka*
Colombo, Sri Lanka

**VISHARAD certificate in
Bhatkhande (Bharat
natyam)**
*Bhatkhande Sangit
Vidyapith, Luknow, India*

JUNIOR MARKETING EXECUTIVE – Sales and Marketing Department

Metropolitan Communications (Pvt) Ltd, Sri Lanka

July 2018 – March 2019 | Colombo, Sri Lanka

- Managing the marketing database and email distribution
- Assist with tasks needed to keep the client projects and campaigns running smoothly
- Working with the sales team to develop targeted sales strategies.
- Answering client queries about product specifications and uses.
- Maintaining client relations.
- Tracking sales data to ensure the company meets sales quotas.
- Creating and presenting sales performance reports.

CUSTOMER SERVICE ASSISTANT – Customer Service and Front Office & Back Office Operations

Bank Of Ceylon, Sri Lanka

September 2017 – February 2018

Colombo, Sri Lanka

- Opening new accounts or transferring funds between accounts
- Processing transactions such as deposits, and withdrawals on behalf of customers
- Handling all incoming customer queries and questions
- Providing the appropriate service and information or referring clients to another department
- Referring problematic issues that they cannot solve to management
- Handling payment transactions
- Adhering to a company's policies and procedures at all times when assisting customers



SKILLS

- Excellent Customer service
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Word
- Issue and Conflict Resolution
- Administration and Reporting