

Wasana Warnakulasooriya



CONTACT

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Dubai
United Arab Emirates

EDUCATION

- **Computer Diploma**
National Youth Council, Sri Lanka
Grade A
- **GCE Advanced Level**
Department of Education, Sri Lanka
Higher Secondary Certificate

AWARDS/ACHIEVEMENT

- Spark of the month Excellency
Award for the month of September
2021
City Land- Carrefour -UAE
- Best cashier for the month of
August 2019
City Land- Carrefour -UAE
- Best cashier for the month of
November 2019
City Land- Carrefour -UAE

PERSONAL DETAILS

- **Gender-** Female
- **Visa Status-** Visit Visa
- **Passport No-** N8107545
- **Nationality-** Sri Lankan
- **Other-** Available to start immediately

Dedicated customer service professional with extensive experience in retail environments. Proven track record in delivering excellent service, processing transactions accurately, and resolving customer complaints effectively. I am skilled in cash handling, Sales, inventory control, and promotional campaign execution.

WORK EXPERIENCE

MAJID AL FUTTAIM – CARREFOUR HYPERMARKET CUSTOMER CARE SERVICE REPRESENTATIVE

01/03/ 2021 – 16/07/2022 City Land- UAE -Dubai

- Resolve customer complaints via phone, email or social media.
- Assist and issuing placement of orders, refunds, or exchanges.
- Communicate with all suppliers for all electronic repairs.
- In charge for making daily, weekly and monthly reports to submit to commercial offices.

MAJID AL FUTTAIM – CARREFOUR HYPERMARKET CASHIER

16/05/ 2019 – 28/02/2021 City Land- UAE -Dubai

- Scanned the items purchased by the customer and accepting payments.
- Issue receipts, tickets to the customer/ Redeem stamps and coupons.
- Maintain clean and tidy check-out areas.
- Kept reports of transactions.
- Greet customer when entering or leaving establishments.
- Pleasantly deal with the customer to ensure satisfaction.

RANCRISP CASHEW DISTRIBUTORS

SALES ASSISTANT

14/08/2018- 31/03/2019 Colombo, Sri Lanka

- Running a factory outlet to achieve targets
- Cashiering, advising and helping customers
- Promote new products and display products in attractive way.

COLOURZONE (PVT) LTD.

WORK STUDY ASSISTANT

08/05/2017- 09/03/2017 Colombo, Sri Lanka

- Process analyzing, Process time analyzing and maintaining
- Process report maintenance, Efficiency and performance calculation
- Worker skill development, work method improvement and maintenance