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Abu shagara, Sharjah

OTHER DETAILS

Date of Birth - 21/12/1999
Age - 24 Years
Gender - Female
Nationality - Sri Lankan

Passport No - N9603593

PROFESSIONAL QUALIFICATIONS

. Diploma Sales Management

Dialog Axiata PLC (Rex Academy),
Colombo, Sri Lanka
Mar 2022 - Sep 2022

. Contact Center Professional Course (08 Months)

Sri Lanka Telecom, Colombo, Sri Lanka
Mar 2019 - Jan 2020

. Tamil Course (04 Months)

Wasiti Faculty, Polonnaruwa, Sri Lanka
Oct 2018 - Feb 2019

ANJALIKA THATHSARANI DE SILVA

PROFESSIONAL INFO

Motivated and versatile individual actively seeking new employment opportunities across various job roles and industries. Possesses a strong work ethic and a willingness to adapt and learn. Excellent communication and interpersonal skills enable effective collaboration with colleagues and clients. Detail-oriented and organized, capable of managing multiple tasks and meeting deadlines. Quick to learn and eager to contribute to the success of a dynamic team. Open to exploring different career paths and committed to delivering high-quality results.

WORK EXPERIENCE

Cashier Cum Waitress

Pizza Hut UAE, Kuwait Food Company Americana LLC, UAE

December 2022 - September 2024

- Operated cash register or POS system to receive payment by cash & credit cards.
- Accepted cash & credit card payments, issued receipts and provided change.
- Answered customer questions and provided store information.
- Collected payments and provided accurate change.
- Delivered high level of customer service to patrons using active listening and engagement skills.
- Helped customer find specific products, answered questions and offered product advice.
- Completed daily recovery tasks to keep areas clean & neat for maximum productivity.
- Worked closely with front-end staff to assist customers.

Cashier Cum Retails Sales representative

Stelacom (PVT) LTD, Hingurakoda, Sri Lanka.

Nov 2020 - Sep 2022

- Engaged positively with each customer, providing professional and polite support for sales and service needs.
- Stocked, Replenished and organized inventory to keep store merchandise fresh.
- Processed payments and maintained accurate drawers to meet financial targets.
- Development & maintained key relationships with consumer and business through effective communication strategies and interpersonal skills.

- **Computer Course (06 Months)**

Visiontec International, Polonnaruwa,
Sri Lanka
Jul 2018 - Jan 2019

- **English Course (04 Months)**

Sathma Faculty, Polonnaruwa, Sri
Lanka
Dec 2015 - Apr 2016

MY EDUCATION

GCE Advanced Level Art Stream | 2016 - 2018

Royal Central College,
Polonnaruwa, Sri Lanka.

GCE Ordinary Level Art Stream | 2015

Sewamuktha Maha Vidyalyaya,
Polonnaruwa, Sri Lanka.

EXPERTISE SKILLS

- MS Office Package
- Computer Skills

SKILLS

- Team Work
- Communication
- Adaptability
- Capable
- Time Management
- Harwork

- Expressed appreciation for patronage, inviting and encouraging customer returns visits.
- Supported training and development on new staff on company policy, procedures and sales tactics.
- Maintained knowledge of current sales and promotions, security practices & polices regarding payment and exchanges.
- Kept clam and applied strong problem-solving and interpersonal skills to resolve conflictions.
- Increased store sales by cross-selling complementary items.
- Maintained current store, product and promotional knowledge to drive consistent sales.
- Improved customer service feedback scores sales.
- Improved customer service scores through outstanding.

Contact Center Officer (Receptionist)

Sri Lanka Telecom, Colombo, Sri Lanka

Dec 2018 - May 2020

- Engaged in conversation with customers to understand needs, resolve issues and answer product questions.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Kept records of customer interactions or transactions thoroughly recording details of inquiries.
- Supported sales team members to drive growth and development.
- Enhanced productivity and customer service levels by anticipating needs and delivering outstanding support.
- Referred unresolved customer grievances to designated departments for further investigation.
- Improved product knowledge on continues basis to provide optimal service and achieve sales quotats.

LANGUAGES

- English - 100%
- Sinhala - 100%
- Tamil - 75%
- Hindi - 50%
- Arabic - 50%