

ANJANA FERNANDO

DETAIL-ORIENTED WORKER WITH YEARS OF
CUSTOMER SERVICE, STORE OPERATION, SALES & RETAIL EXPERIENCE

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Al Barsha, Dubai U.A.E

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PROFESSIONAL SUMMARY

I intend to obtain a position as a team-player in a people-oriented organization where I can maximize my over one-year UAE retail store experience and over ten years Sri Lanka customer service, hotel store operation & sales experience in a challenging environment to achieve the corporate goals.

PROFESSIONAL EXPERIENCE

Medicina Pharmacy – Subsidiary of Pharmalink Drug Store

Dubai, UAE

Communications Assistant – Retail

2023 Feb – Present

- Preparing and handover the items and invoices to drivers for all online deliveries.
- Rectifying receiving medicine items and documents from main stores before GRN.
- Participating in inventory control programs of all Medicina pharmacies in Dubai area.
- Preparing the display shelves in the pharmacies according to the merchandising plan.
- Handling Internal item transfers between pharmacies and price updating.

Capital Maharaja Group

Colombo, Sri Lanka

Marketing Representative – Project Sales

2019 May – 2022 Dec

- Achieving monthly sales target.
- Visiting new and existing customers to introduce and promote the product range.
- Maintaining perfect customer relationships, handling customer inquiries and complaints.

The Gateway Hotel Airport Garden Colombo

Colombo, Sri Lanka

Store Supervisor

2016 Nov – 2019 Apr

- Review stock levels and inform to procurement department to order shortfall goods.
- Liaising with suppliers and drivers to receive orders on time and to the required standards.
- Preparing store staff duty shifts and submitting weekly reports to manager.
- Enforce sanitary regulations including keeping storage areas clean and tidy.

Receiving Storekeeper

2015 Aug – 2016 Nov

- Receive incoming shipments, verifying against with purchase order and invoices.
- Checking of contents to ensure quality, price and quantity of goods before GRN process.
- Updating the system as products are received and added to the inventory.
- Adhering to standards related to stocking and labeling & internal item issuing.

Shore to Shore (Pvt) Ltd - Company of Expo Industrial Group

Katunayake, Sri Lanka

Customer Service Assistant

2012 Jan – 2015 Jul

- Attending to customer inquiries and referring them on to respective departments.
- Providing information and reports for problem solving.
- Promoting and develop the product specification while achieving the selling target.
- Following up pricing, production/deliveries and customer outstanding.

JOB RELATED SKILLS

- SAP (ERP) system
- Verbal communication
- Product knowledge
- Problem-solving abilities
- Software proficiency
- Business knowledge
- Retail
- Time management
- Teamwork
- Customer relationship
- Inventory management
- Researching

LANGUAGES

- English
- Sinhala

EDUCATION

St Peter's College

Passed G.C.E (Ordinary Level) Examination Sri Lanka

Negombo, Sri Lanka

2008

St Peter's College

Passed G.C.E (Advanced Level) Examination Sri Lanka

Negombo, Sri Lanka

2011

COURSES & EXTRACURRICULAR ACTIVITIES

Maharaja Institute of Management - 2018 - 2019

Colombo, Sri Lanka

Completed certificate program - "Improve Productivity through Better Time Management"

Completed certificate program - "Time Management"

Association of Accounting Technicians of Sri Lanka. AAT SL

Active Member

Colombo, Sri Lanka

2011 – Present

PERSOANL DETAILS

- Nationality - Sri Lankan
- Date of Birth - 31st August 1992
- Passport No - N9665782
- Civil status - Unmarried
- Gender - Male
- Visa Status – Employment visa