

# Anupama Abeywickrama Danapala



A customer-focused professional with a passion for providing exceptional service. Proven ability to build relationships and solve problems effectively. Eager to contribute to a commitment to client satisfaction through strong communication and problems solving skills.

## Contact

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## Languages

English - Moderate  
Sinhala - Native

## Soft Skills

- Management skills
- Creativity
- Data Entry Proficiency
- Time Management
- Critical Thinking
- Active Listening Skills
- Problem-Solving
- Customer Service Excellence
- Attention to Detail
- Emotional Intelligence
- StrongTeam Collaboration

## Personal

**Nationality** - Sri Lankan  
**Date of birth** - 30th May 1985  
**Gender** - Female

## EXPERIENCE

### Gulf Experience

**Sales Executive/ Cashier – 2023/03 – 2024/01**  
**Ocean View Aqua, Doha, Qatar**

- welcoming customers and help them.
- Handle customer inquiries and resolve issues when necessary
- Organizing items to maintain quality and safety
- Completed daily cash and credit sales reports
- Manage a petty cash float
- Recording and maintaining shop expenses.
- Assist with various side tasks including stocking and cleaning

### Other Experience

➤ **Development Officer 2016/03 – 2023/02**  
**Zonal Education Office (Under the Education Ministry of SriLanka)**

➤ **Office Assistant 2011/12 – 2016/03**  
**Municipal Council, Colombo, Sri Lanka**

- Coordinating training programs for student and employees
- Handling queries and complaints via phone, email and general correspondence
- Worked as in charge of loan section
- Keeping and updating employee credit records
- Preparing vouchers
- Listening to the needs of employees and issuing credit facilities
- Generate monthly and yearly reports
- Assist with administrative tasks such as filing, data entry and organizing documents
- Handling transcription, printing, mailing and faxing
- Receiving, sorting, distributing and dispatching daily mail

➤ **Customer Service 2010 - 2011**  
**Manik Lanka Auto Service, Sri Lanka**

- welcoming customers and help them
- Identify and assess customers' needs
- Assist with various side tasks including stocking
- Completed daily cash and credit sales reports

## EDUCATION

**Bachler of Art Degree - 2010**  
(University of Ruhuna, Sri Lanka)  
Geography                      Sociology                      Budish culture

## CERTIFICATIONS

- **Graphic Design (certificate)**  
(Photo shop, CorelDRAW, Adobe Illustrator)
- **MS Office Course (certificate)**