

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 problem-solving skills.

Contact

Address :Dubai

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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
- Strong Team 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 Sri Lanka)

➤ **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

Bachelor of Art Degree - 2010

(University of Ruhuna, Sri Lanka)

Geography

Sociology

Buddhist culture

CERTIFICATIONS

• **Graphic Design (certificate)**

(Photo shop, CorelDRAW, Adobe Illustrator)

• **MS Office Course (certificate)**