



## **U.W. SRIYANI ANURUDDHIKA**

### **PROFILE**

I am an excellent communicator, with strong problem-solving and organizational skills. Highly organized and results-oriented. Provided outstanding service in any working environment related to Sales / customer service and administrating, focusing on customer satisfaction and sales as well as company values.

### **PERSONAL DETAILS**



**UNITED ARAB EMIRATES**



**+971 568752494**



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### **OBJECTIVE**

With 15 years in a distinguished multinational, adept in strategic planning, team leadership, and customer management, consistently exceeding targets and fostering innovation. Proven track record in operational optimization and revenue growth. International exposure providing a nuanced understanding of diverse markets and consumer behaviors. Seeking to apply expertise in a new role, driving impactful change and delivering exceptional results in the retail sector.

### **TRAINING AND DEVELOPMENTS**

- Completed basic and Advance training – EMAAR Retail. Dubai - U.A.E.
- Retail Training- Kidzania, Dubai.
- Product Knowledge Pottery barn kids. AlShaya Group.
- Completed retail training Al Mana Retail. Qatar
- Basic Knowledge Training - Al Ghurair Retail. Qatar.
- Customer Service & Advance retail Training – Shoe Mart. Landmark Group. Dubai - U.A.E.

### **EDUCATION QUALIFICATION**

- Higher National Diploma in Business Management.  
Colombo 04. Sri Lanka.
- Advance Level 2001. Lindsay Girls school,  
Colombo 03. Sri Lanka.

## **SKILLS**

Leadership  
Communication  
Organization  
Problem-Solving  
Product Knowledge  
Customer Focus  
Salesmanship  
Team Management  
Adaptability  
Time Management  
Inventory Management  
Performance Evaluation  
Conflict Resolution  
Training and Development  
Decision Making

## **LANGUAGES**

- ENGLISH – FLUENT
- SINHAL – FLUENT
- HINDI – PROFESSIONAL SPEAK
- ARABIC – BASIC

**I do hereby certify that the above particulars are true and accurate to the best of my knowledge.**

.....  
**DATE**

.....  
**SIGNATURE**

## **EXPERIENCE QUALIFICATIONS**

<b>SALES EXECUTIVE / STORE ADMIN</b>  <b>Responsibilities</b>	<b>ASHRAFS. Y.K.AL MOAYYED &amp; SONS</b> <b>MANAMA, BAHRAIN 2022-2024</b> Daily operations, including staff supervision, inventory management, customer service, and ensuring sales targets are met.
<b>FRONT OFFICE / OFFICE ADMIN</b>  <b>Responsibilities</b>	<b>DR.TARIQ HOSPITAL</b> <b>MANAMA, BAHRAIN 2019-2021</b> Handles reception duties, manages administrative tasks, coordinates office activities, and supports staff and visitors.
<b>SR.SALES ASSISTANT</b> <b>Asst. Department in charge</b>  <b>Responsibilities</b>	<b>AL MANA FASHION GROUP</b> <b>DOHA, QATAR. 2017-2018</b> Oversees departmental operations, manages staff, ensures goal achievement, and maintains standards and efficiency.
<b>SALES ASSISTANT / HEAD CASHIER</b>  <b>Responsibilities</b>	<b>SPRINGFIELD, AL GHURAIR GROUP</b> <b>DOHA, QATAR 2014- 2017</b> Manages sales activities, assists customers, oversees cash handling, supervises cashiers, ensures accuracy, and maintains store's financial integrity.
<b>SR.SALES ASSISTANT</b>  <b>Responsibilities</b>	<b>ALSHAYA GROUP. POTTERY BARN KIDS.</b> <b>DUBAI / ADUDHABI. U.A.E. 2012-2014</b> Manages sales, assists clients, plans home layouts, coordinates with design teams, and ensures customer satisfaction with personalized home solutions.
<b>CUSTOMER SERVICE ANIMATOR</b>  <b>Responsibilities</b>	<b>EMAAR PROPERTIES / RETAIL L.L.C.</b> <b>DUBAI, U.A.E. 2009-2012</b> Welcomes guests, addresses inquiries, resolves issues, ensures satisfaction, and maintains high service standards in hospitality environments.
<b>SALES ASSISTANT</b>  <b>Responsibilities</b>	<b>SHOE MART, LANDMARK GROUP</b> <b>DUBAI, ABU DHABI, U.A.E. 2006-2009</b> Assists customers, handles inquiries, resolves issues, drives sales, promotes products, and ensures customer satisfaction and loyalty.
<b>SALES EXECUTIVE</b>  <b>Responsibilities</b>	<b>STANDERD CHARTED BANK. HEAD OFFICE, COLOMBO. SRI LANKA 2003-2005</b> Promotes banking products, acquires new clients, maintains client relationships, meets sales targets, and provides exceptional customer service.