



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



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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.

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DATE

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SIGNATURE

EXPERIENCE QUALIFICATIONS

SALES EXECUTIVE / STORE ADMIN Responsibilities	ASHRAFS. Y.K.AL MOAYYED & SONS MANAMA, BAHRAIN 2022-2024 Daily operations, including staff supervision, inventory management, customer service, and ensuring sales targets are met.
FRONT OFFICE / OFFICE ADMIN Responsibilities	DR.TARIQ HOSPITAL MANAMA, BAHRAIN 2019-2021 Handles reception duties, manages administrative tasks, coordinates office activities, and supports staff and visitors.
SR.SALES ASSISTANT Asst. Department in charge Responsibilities	AL MANA FASHION GROUP DOHA, QATAR. 2017-2918 Oversees departmental operations, manages staff, ensures goal achievement, and maintains standards and efficiency.
SALES ASSISTANT / HEAD CASHIER Responsibilities	SPRINGFIELD, AL GHURAIR GROUP DOHA, QATAR 2014- 2017 Manages sales activities, assists customers, oversees cash handling, supervises cashiers, ensures accuracy, and maintains store's financial integrity.
SR.SALES ASSISTANT Responsibilities	ALSHAYA GROUP. POTTERY BARN KIDS. DUBAI / ADUDHABI. U.A.E. 2012-2014 Manages sales, assists clients, plans home layouts, coordinates with design teams, and ensures customer satisfaction with personalized home solutions.
CUSTOMER SERVICE ANIMATOR Responsibilities	EMAAR PROPERTIES / RETAIL L.L.C. DUBAI, U.A.E. 2009-2012 Welcomes guests, addresses inquiries, resolves issues, ensures satisfaction, and maintains high service standards in hospitality environments.
SALES ASSISTANT Responsibilities	SHOE MART, LANDMARK GROUP DUBAI, ABU DHABI, U.A.E. 2006-2009 Assists customers, handles inquiries, resolves issues, drives sales, promotes products, and ensures customer satisfaction and loyalty.
SALES EXECUTIVE Responsibilities	STANDERD CHARTED BANK. HEAD OFFICE, COLOMBO. SRI LANKA 2003-2005 Promotes banking products, acquires new clients, maintains client relationships, meets sales targets, and provides exceptional customer service.