



CHAMANTHIKA WIJERATHNE

Customer Service Representative

About

Skilled and dedicated with experience in coordinating, planning, and supporting daily operational and administrative functions. Highly focused and results-oriented in supporting complex, deadline-driven operations; able to identify goals and priorities and resolve issues in initial stages.

Contacts

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☎ 056 81 48 279

📍 Business Bay, Dubai, U.A.E

skills

- Detail Oriented and High Degree of accuracy
- Team Work
- Multi-Tasking
- Time Management
- Software Skills (Microsoft office package)

Work Experience

- 2021 – Present
GMG (Gulf Marketing Group) Dubai, U.A.E
Counter Server In-Charge (Customer Service)
 - Greeting Customers and Handling Cash Counter .
 - Creating and sending LPO's to suppliers.
 - Monitoring stocks status of all fresh food (Deli & Bakery) departments and making orders as per sales.
 - Creating daily wastage reports in system and sending relevant documents to Finance dept.
 - handle raw and cooked food following food hygiene rules.
 - Updating all item price labels.
 - Handling Customer inquires and welcoming customers.
 - Maintaining stocks report for the inventories.
 - Taking items from the warehouse/Chiller/freezer and displaying as per FIFO.
- 2021 (6 Months)
EMIRATES FAST FOOD COMPANY (MCDONALDS) – U.A.E
Crew Member
 - Greeting and welcoming our guests.
 - Accurately taking and serving orders of food and beverages
 - keeping work space and guest service area neat and clean.
 - Customer Service,
 - Food Preparation and Cleanliness and Hygiene
- 2016 – 2021
RICHARD PIERIS FINANCE COMPANY LTD – SRI-LANKA
Senior Operation Officer
 - Handling entire branch operations including cash counter & cashier balance, fixed deposits, Savings, Recovery back office, Petty cash float and Security documents/files.
 - Underwrite and issuance of Lease, Loan, Personal Loan, Staff loans & Mortgage loan Policy documents.
 - Examining Lease/ Loans proposals, analyzing statistical data using specialist computer programmes.
 - Accept deposits, loan payments, process checking and savings account withdrawals.
- 2011 – 2014
SLIM NIELSEN RESEARCH COMPANY – SRI-LANKA
Operation Officer
 - Review and approve all operational invoices, Security documents.
 - Approving payments and disbursements.
 - Maintain compliance with all internal and external policies and regulations.
 - Management of Customer Complaints.
 - Answer and Reply to all incoming calls and E-mails.
 - Coordinate with branch operations Officers and Branch coordination.
 - Managing team with daily operational activities

EDUCATION

G.C.E. Ordinary Level

Location – Sri-Lanka

G.C.E.Advanced Level Arts

Location – Sri-Lanka