



# 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