



# H.L. Dulan Dulsara

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## PROFESSIONAL SUMMARY

I prefer to obtain challenging job and rise up to a higher position in relevant field by utilizing my skills, attitudes, knowledge and experience for attainment of personal and organizational goals.

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## WORK HISTORY

**Worked at ODEL (PLC) Sri Lanka for 2 years as a cashier and a sales assistant.**

### Cashier – ODEL (PLC)

- Greeted customers upon their entry into the store and helped them with any questions and concerns.
- Managed the cash register and POS software, as well as checkout lane.
- Received payment by cash, credit cards, vouchers, foreign currency or automatic debit.
- Processed refunds and exchanges, resolved complaints.
- Informed and registered customers for loyalty program.

### Sales Assistant – ODEL (PLC)

- Achieved personal sales targets and KPIs, alongside supporting the store to achieve store targets.
- Greeted new and existing customers, tailoring services and selecting appropriate products to meet their needs and expectations.
- Answered the phone and help with all customer queries and complaints, ensuring all sales enquiries are logged within the system.
- Managed the online ordering and reservation system, ensuring all orders are processed for collection within the advertised timescale.
- Designed and install new and enticing merchandise displays.
- Set up in-store promotions and ensure customers are reminded of any relevant offers and discounts.

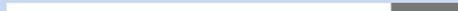
## CONTACT

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## SKILLS

- Sales & Marketing
- Customer Service
- Product Knowledge
- Inventory Management
- Communication & Interpersonal Skill
- Point Of Sale system operation
- Retail operations

## LANGUAGES

**English** C1  
  
Advanced

## PERSONAL DETAILS

**Nationality** : Sri Lankan  
**Visa Status** : Visit Visa  
**Date Of Birth** : 11/01/2002

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## EDUCATION

- **Completed diploma in Airline fares/ E- ticketing reservations marketing-** International Airline Ticketing Academy. (2019)
- **Completed Cambridge English Certificate Course.**

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## AWARDS

- **Sales personality of the month. (For 3 times)**