



JANANI PRABODHA

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Sharjah-UAE.

www.linkedin.com/in/janani-prabodha-2017

SKILLS

- CUSTOMER SERVICE SKILLS
- COMMUNICATION
- SALES SKILLS
- PROBLEMS SOLVING
- TEAMWORK AND COLLABORATION
- COMPUTER SKILLS
- CREATIVITY

LANGUAGEES

- ENGLISH ★★★★★
- HINDI ★★★★★
- SINHALA ★★★★★

HOBIES

- SOCIAL MEDIA MARKETING
- PHOTOGRAPHY
- COOKING
- READING
- DANCING
- DRIVING

SUMMARY

English graduate with proven communication, travel planning, and email management skills. Seeking a position as an administrative assistant at Acme Inc., to leverage organizational and research skills to support internal and external communication.

EXPERIENCE

CUSTOMER SERVICE ASSISTANT

DUFY (Sharjah Airport) UAE.

2019 DEC - Present

Assisted in development of business plan and in-store promotions.

Maintained store clean, safe and organized.

Managed stock storage, replenishment and rotation activities.

Greeted customers and responded to their queries in a professional manner.

Maintained good relationships with customers for repeat business.

CUSTOMER SERVICE ASSISTANT

SUBWAY. UAE.

2018 JUN - 2019 DEC

Stocked products in shelves based on store standards.

Managed stock control and rotation operations.

Greeted customers and assisted them to find goods.

Managed cash register and customer refunds.

Informed customers about promotions and deals of the day.

ADMINISTRATIVE ASSISTANT

Lanka Orix Finance Leasing Company. Sri Lanka.

2014 DEC - 2018 MAY

Organized office transition from paper invoice to QuickBooks and online invoicing.

Communicated with clients and scheduled face-to-face meetings for executives.

Created monthly office reports to facilitate internal communications.

Daily use of Microsoft Office: Word, Excel, PowerPoint, and Outlook.

Receptionist at SGS Lanka (Pvt) Limited.

SGS Lanka (Pvt) Limited. Sri Lanka.

2014 JAN - 2014 DEC

Greeting clients as soon as they arrive and connecting them with the appropriate party.

Answering the phone in a timely manner and direct calls to the correct offices.

Creating and managing both digital and hardcopy filing systems for all partners.

Dealing with customers by phone, e-mail, letter, fax, and face-to-face.

EDUCATION

Bachelor of business Studies.

The Open University Sri Lanka. 2013 OCT - 2015 JAN

CERTIFICATES

Technical Educational and Training. Jan 2013 -Dec 2013.

English for Commerce, Industry and Further Education. Technical Educational and Training Centre. 2013 Apr – 2014 Mar.

English language. British Way English Academy. 2014 Mar – 2015 Jan.

Containerization. Institute of Supply and Material Management Sri Lanka.

2014 Jun – 2015 Feb.