

# KESHANI HANSANI

Customer Service Executive



## CONTACT INFORMATION

Email: keshanihansani495@gmail.com  
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Phone: +971 544761744  
Date of birth: 11/12/1993  
Nationality: Sri Lankan

## INTRODUCTION

I bring over 2 years of waitress experience in high-end establishments, excelling in top-notch service. Proficient in POS systems, I showcase a proven ability to upsell beverages, desserts, and appetizers. Eager to contribute my skills, I am seeking a waitressing role at Your Company. Currently excelling at New Sea Shell Restaurant, Dubai, I specialize in proactive customer outreach, complaint resolution, and e client order processing. A detail-oriented professional with strong leadership and problem-solving skills, I am fluent in English, Sinhala, and have intermediate proficiency in Hindi. Committed to delivering exceptional service.

## PROFESSIONAL HISTORY

Al Barsha, Dubai, UAE  
Feb 2023 - Present

**Customer Service Executive**  
New Sea Shell, The Greens

- Responding to product or service-related inquiries.
- Proactively reaching out to customers.
- Managing and resolving customer complaints.
- Cash handling and cashier responsibilities.
- Responding to customer reviews.
- Processing orders and transactions.
- Troubleshooting technical issues.
- Addressing problems with company products or services.

## EDUCATION

BSc Arts  
2014 - 2019

University Of Kelaniya, Srilanka

## LANGUAGES

Sinhala  
Native

English  
Advanced

Hindi  
Intermediate

## SKILLS

Leadership  
Teamwork  
Relationship Management  
Training  
Conflict Resolution  
Microsoft Office

Problem-Solving  
Result oriented  
Document Management  
Book Keeping  
Change Management  
Telephone

## EXTRA-CURRICULAR ACTIVITIES

- Took part in Sports such as volleyball and basketball during leisure time
- Actively involved in Sports and athletic activities during schooling
- Engages in traveling, sketching, crocheting, and reading