

# Krishni Kalhari Herath



## Contact

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## Objective

"Hardworking and enthusiastic individual with three years of experience looking for a job where I can use my customer service, computer, communication, and organizational skills to provide positive experiences for clients and ensure the efficiency of the organization."

## Education

- General Certificate of Education in Ordinary level examination – 2013
- General Certificate of Education in Advanced Level Examination- Bio Science -2016
- Per-Foundation at Australian College of Business and Technology(ECU) in Kandy Sri Lanka – 2017
- Foundation of Science in Australian College of Business and Technology(ECU) in Kandy Sri Lanka – 2017
- Diploma of English in Australian College of Business and Technology(ECU) in Kandy Sri Lanka – 2019

## Experience

Front desk Receptionist – Uform Fitness (Gold's Gym), Al Barsha mall, Al Barsha, Dubai. UAE. - November 2023 – June 2024

- Greeting and checking in members/guests.
- Answering phone calls and providing customer service.
- Scheduling appointments and classes.
- Retaining members whose membership is expired.
- Assisting with membership sales and renewal.
- Updating member's information in the database.
- Maintaining a clean and organized reception area.
- Assisting with the ordering of supplies and inventory.
- Resolving customer complaints and issues.
- Providing general administrative support as needed.
- Making all the reports regarding sales and renewals.
- Maintain cleaners and maintenance.
- Handling all the inquiries and task reports.

Receptionist cum Cashier– Family Care Medical Center – Dambulla, Sri Lanka. – 2021 April – 2023 January.

- Greets patients in the facilities over the phone.
- Assists doctors, nurses, and patients.
- Schedules doctor's appointment for patients.
- Perform clerical and administrative tasks.
- Prepare the medical files.
- Maintains and keeps patient information confidentially.
- Answer the phone and completes associated clerical tasks.
- Schedules appointments for consultation and other healthcare service.
- Create and maintains patients record.

Pharmacy Cashier at Family Care Pharmacy, Dambulla, Sri Lanka – March 2019 – January 2021

- Process payments as well as bag prescriptions.
- Handle complete money properly and record all transactions accurately.
- Ensure to re-stock prescription stock bottles as directed by the pharmacist.
- Maintain reports and records (Manual and System)
- Registers sales on a cash register by scanning items, itemizing, and totalling customer's purchases.
- Processes return transactions.
- Provide a positive customer experience with fair, friendly, and courteous service.
- Provides pricing information by answering questions.
- Maintains a safe and clean working environment by complying with procedures, rules, and regulations.

## Key Skills

- Communication
  - Leadership
- Problem-solving
- Attention to detail
  - Adaptability
- Customer Service
- Computer skills

## Communication

Through my work experience and education, I have developed strong communication skills, and I am able to clearly convey points to different audiences. I am also a good listener which aids in my ability to intimately understand a situation and prepare an appropriate response

## Leadership

"I have an open, enthusiastic style of leadership. A leader should want to nurture others to their fullest potential, something I have enjoyed most of my career. I strive to be an example for others to follow and help guide people to better themselves and improve their career trajectory. By emulating these leadership qualities, I have found that my teammates aren't afraid to bring me their questions or most significant challenges. They know I am here to help them and am always willing to collaborate to find a solution."

## Languages

- Sinhala
- English

## Reference

Rajiv Rajasuriya

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