



# Nayomi Fernando



+971501787 352



rashnayomi502@gmail.com



Nesto building, Al Satwa, UAE

## PROFESSIONAL EXPERIENCE

### Sales Marketing officer cum cashier

**Art & interior design LLC - United Arab Emirates** 2022 - 2023

- Greeted customers warmly, ensuring a positive shopping experience.
- Efficiently handled cash and card payments with precision.
- Assisted customers in locating items and provided detailed product information.
- Maintained a systematic inventory tracking system.
- Utilized social media platforms for sales, managing content on Instagram, WhatsApp, TikTok, and Facebook.
- Demonstrated adaptability by assisting the engineering team with various tasks.
- Stayed informed on social media trends, innovations, and changes.
- Produced insightful spreadsheets and letters to enhance operational efficiency.

### Sales representative

**TOP SHOP dubai (online store) - United Arab Emirates** 2022

- Welcomed and directed customers, ensuring a personalized shopping journey.
- Provided accurate information about products and promptly answered customer inquiries.
- Conducted comprehensive price and feature comparisons to facilitate purchasing decisions.
- Ensured well-stocked racks and managed merchandise returns effectively.
- Informed customers about discounts, special offers, and new products/services.
- Collaborated on administrative tasks to streamline store operations.

### Data entry operator cum cashier

**Mobitel Telecommunication Company LTD - Srilanka** 2020 - 2021

- Managed customer transactions with precision using cash registers.
- Collected payments in both cash and credit with a focus on accuracy.
- Issued receipts, refunds, and tickets promptly.
- Demonstrated strong cross-selling skills and introduced new products.
- Resolved customer complaints with tact and provided relevant information.
- Greeted customers warmly upon entry and exit, contributing to a positive atmosphere.
- Tracked transactions on balance sheets, promptly reporting any discrepancies.
- Managed merchandise returns and exchanges seamlessly.
- Created, maintained, and entered information into databases, contributing to efficient record-keeping.

## ABOUT ME

Seeking an entry-level position in an organization where I can utilize my experience in computer knowledge, cash handling & my education with opportunities for professional growth and development.

## EDUCATION

### High School Education

Sri Sangamitta girls college, Srilanka

### GCE Advanced level

Sri Sangamitta girls college, Srilanka

2012 - 2013

### ICT Course (NVQ certificate)

National Apprentice & Industrial Training Authority (NAITA)

2014 - 2015

### ICT Course (MS Office)

National Youth Council, Srilanka

2015 - 2017

### English language course

Technical Collage, Srilanka

2017 - 2018

## LANGUAGES

- English
- Sinhala

## SKILLS

- Customer Service
- Social Media Marketing
- good Communication
- Data entry
- Cash handling



# Nayomi Fernando



+971501787 352



rashnayomi502@gmail.com



Nesto building, Al Satwa, UAE

**Dear Sir/ Madam,**

I am writing to express my interest in the position at you, as advertised. With a background in sales, cashiering, data entry, and a strong foundation in computer knowledge, I am eager to contribute my skills and experiences to your team.

In my recent role as a Sales Marketing Officer Cum Cashier at Art & Interior Design LLC, I developed a solid foundation in customer service and cash handling. I also gained experience in utilizing social media for sales and overseeing content on various platforms.

My tenure as a Sales Representative at Top shop Dubai further enhanced my customer service and sales abilities. I effectively provided accurate product information, managed merchandise returns, and collaborated on administrative tasks.

Additionally, as a Data Entry Operator Cum Cashier at Mobitel Telecommunication Company LTD (sri lanka), I honed my data entry skills, demonstrated precision in managing customer transactions, and resolved complaints with tact.

I am excited about the opportunity to bring my diverse skill set, including computer knowledge, cash handling, and strong communication skills, to [Company Name]. My educational background and hands-on experience position me well for success in an entry-level role within your organization.

Thank you for considering my application. I look forward to the opportunity to discuss how my experiences align with the needs of your team.

Sincerely,

*Nayomi Fernando*