



NIPUNI BASNAYAKA

(Sales Lady / Office Admin)

Summary

A highly motivated and committed person who has a desire to succeed. A team player with excellent inter-personal skills and a great ability to handle unexpected challenges. Able to work under pressure and under minimum supervision. Possessing a good computer literacy. I am looking for a suitable position in a reputable Organization. My long-term career goal is to continue to grow my skills and abilities, whilst utilizing my knowledge and skill to benefit any employer I am working for.

Experience

○ 2022 - Present

Ansar Gallery LLC

Sales Lady (Mobile ,Tablets & Accessories)

- Assisted all customers with choosing the proper cellphone device and plan.
- Familiar with all available phones as well as upcoming models.
- Collaborate in team environment to ensure work is evenly distributed, customers are efficiently served, and revenue opportunities are maximized.
- Completed inventory on weekly basis and achieved targets within given period.
- Keeping record of complete inventory products. Offer accessories and phone insurance to improve sales totals.
- Additionally trained as a cashier.

○ 2018 - 2022

Wilkins Spence Packaging Lanka (Pvt) Ltd.

Customer Service Executive

- Catering to customer phone calls and diverting the call to the relevant department for a more advanced form of query resolution curating streamlined email and social media communication mediums for offers, updates and much more
- Dealing with customer issues and churning out an easy-to-follow solution managing payment and delivery of customer orders
- Helping customers choose the right product for their requirements and budget
- Handling customer concerns and complaints in a timely manner informing customers of upcoming promotions or deals
- Establishing a positive rapport with all clients and customers in person or via phone

○ 2016 - 2018

Commercial Bank of Ceylon PLC

Data Entry Operator

- Perform data backups.
- Check the accuracy of the data.
- Maintain confidentiality.
- Verify data.
- Retrieve data as requested.
- Inform relevant parties regarding errors encountered.
- Update existing data.
- Create accurate spreadsheets.
- Implement data security and management policies.
- Verify and review databases.
- Complete additional assigned tasks as required.
- Generate reports.
- Input customer details.
- Print and scan documents when necessary.

Declaration

I do hereby certify that the above mention particulars are true and accurate to the best of my knowledge.

Contact

Phone

+971568534904

Email

nipunichandula123@gmail.com

Address

Al Nahda, Sharjah, UAE

Personal Details

- Gender: Female
- Marital Status: Single
- Passport Number: N9683202
- Date of Expiry: 11/07/2034
- Nationality : Sri Lankan
- Visa Status: Employment Visa

Skills

Hard Skills:

Information

- Technology Customer
- Service Skills Process
- Improvement Data
- Analytics Windows OS
- Microsoft Office Skills

Soft Skills

Interpersonal

- Skills
- Leadership
- Skills
- Teamwork and Collaboration
- Decision Making Skills
- Written and Verbal Communication
- Active Listening
- Analytical Skills
- Organizational
- Skills Problem
- Solving Time
- Management
- Critical Thinking

Education

- High School Education

Courses

- Successfully completed Diploma in Information Technology with E-commerce & English.

Language

- English
- Sinhala