

Soba Manori Wijayananda

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CAREER OBJECTIVE

To be part of hospitality industry to constantly strive forward for professional excellence through hard work dedication and to care carve niche for myself in an environmental that will help us to harness and player in challenging and creative environment.

SKILLS

Hard working
Personal doing the given task within given time
Self-motivated person
Punctual and regular in daily life

EXPERIENCE

July,2021 - Present

Landmark Group-Viva Concept (Retail), Dubai

Logistics & Supply Chain Administrator

- Assisting in the achievement of company objectives and KPIs
- Ordering stock from suppliers to fulfil customer demand and maintaining service levels
- Processing order confirmations from suppliers quickly and effectively, liaising with other departments where necessary
- Analyze data from shipping and delivering processes
- Chasing suppliers for overdue items
- Resolving issues where stock does not arrive exactly as it should
- Maintaining all documents relating to supply chain process in accordance with the company's quality requirements
- Communicating informed risks within the business to key stakeholders
- Preparing presentations, reports and analysis
- Supporting the function of the supply chain department

Jan,2021 – June,2021

Leader Relocations LLC, Dubai

Logistics Sales Executive

- Responsible for initiating sales calls to prospective or current clients.
- Prospect for leads and perform heavy cold-calling to build a pipeline of businesses.
- Supervise accounts daily to retain existing relationships.
- Responsible for price and service negotiation with customers and carriers.
- Responsible for creating sales goals to aid in achieving targets.
- Uphold rapport with clients and prospects.
- Nurture new sales leads to secure business.
- Responsible for offering quotes to current and prospective clients.
- Responsible for supervising shipments until delivery completed to guarantee smooth operations and customer satisfaction.
- Carry out research to identify companies not currently doing business with the organization
- Build relationship and sell to clients through phone or one-on-one.

From: Jan-2019- Dec 2020 **Ansar Group of Companies, UAE**

Customer service cum Admin Assistant

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Acknowledging and resolving customer complain
- Communicating with customers through various channels
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

From: Jan,2018- June,2018 **Hoan My Printing LLC, Vietnam**

HR Assistant

- Updating HRIS hierarchy
- Interview scheduling
- Maintaining charts - Organizing resumes
- Training - Posting job ads
- Coordinating - Internal communication
- Assisting the new employees
- Time management
- Analyzing the orientation Programs

EDUCATION

Degree/Course	University/Board	Percentage/CGPA	Year of Passing
Bachelor of Business Administration	Hanoi University, Vietnam	Strong Pass	2018
G.C.E. Advanced Level Examination	Sanghamitta College, Galle, Sri Lanka	2As and 1B	2013
G.C.E. Ordinary Level Examination	Sanghamitta College Galle, Sri Lanka	5As, 3Bs and 1C	2010

Certificate of Computing Successfully completed Microsoft Office 2007 (Professional) course at IDM Computer Studies (Pvt), Galle, Sri Lanka. (2011)

Certificate of Banking Passed Certificate in Banking and Finance(CBF) at Institute of Bankers of Sri Lanka (IBSL) in 2013.

HOBBIES

Traveling
Reading
Playing badminton

PERSONAL DETAILS

Passport detail	Passport No.: N5199271
	Passport Expiry: 30/06/2024
Date of Birth	10/12/1994
Gender	Female
Nationality	Sri Lanka
Marital Status	Single
Languages Known	English/Hindi/Sinhala/Vietnamese

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