



## ABOUT ME

To find a challenging job where I can contribute to the best of my abilities and to give my utmost effort and pleasure to any designation, where my creative initiative, ideas and a genuine enthusiasm would allow me to secure a position where my existing skill in the area of customer service, can be utilized and developed further whilst contributing towards the company's development.

## SKILL

Customer Service

Call Center Service Operation

Complaint Handling/Dispute Resolution

Sales Lead Generation

Data Entry / Records Management

Multiline Phone Use

## LANGUAGE

English

Hindi

Sinhalese

# L.NILANGA DANANJANA PERERE

## CONTACT

- +971 509446982
- [nilangadananjana4@gmail.com](mailto:nilangadananjana4@gmail.com)
- ME-09, Abu Dhabi, United Arab Emirates

## EXPERIENCE

2016-2022

### ASSISTANT MANAGER

*Mc Donald's, Abu Dhabi, United Arab Emirates*

#### Responsibilities

- Deliver high levels of motivation and development to a diverse team whose first language is not English.
- Ensure individual and store compliance with all company regulation and procedures.
- Implement store programs, visual enhancement and stock availability management.
- Recommend brand feedback, customer requests, and in-store promotion.
- Drive highest possible standards of in-store visual impact.
- Apply and maintain guidelines and standards for visual presentation and store appearance.
- Implementation of stock loss controls, recommend areas of focus and changes in processes used within the store.
- Promote the highest standards of in-store training including weekly communication, daily debriefs, product knowledge and on-the-job coaching.
- Promote a positive learning environment within the store.

2014-2015

### OPERATIONS ASSISTANT(PART TIME)

*Pyramid Willmar PVT LTD, Sri Lanka*

2012-2014

### Sales Assistant

*Marks and Spencer, Qatar*

### Supervisor

*Akbar Brothers Tea Pvt Ltd, Sri Lanka*

## **EDUCATIONAL QUALIFICATIONS**

- G.C.E .O/L Examination Year – 2009 G.C.E. O/L with Commendable Achievements
- G.C.E .A/L Examination Year – 2012 (commerce subjects)

## **PROFESSIONAL QUALIFICATIONS**

- Successfully Completed Diploma in DITEC Information Technology at E- Soft Metro Campuses, Wattala, Sri Lanka – 2014 - 2015
- Successfully Completed Diploma in English language and personal development at Institute at Ja Ela, Sri- Lanka - 2009

**EXTRA CARRICULAR:** Played Cricket, Volley Ball, Foot Ball at club Level.

## **REFERENCE**

**Subhash Gunawardhane**  
**Senior Quantity Surveyor**  
**Faithful + Gould Cost Consultants**  
**Abu Dhabi –UAE**  
**Mobile : +971-50-4514671**

**Sarath Senavirathna**  
**Unilever Branch Executive**  
**411/1, A Kudagahapitiya Henda, Wattala**  
**Sri Lanka**  
**Mobile: +94-77-5930779**

**I hereby certify above given particulars are true and correct to the best of my knowledge.**

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**Date**

**Signature**



To : **Nilanga Dananjana Perera Lamappuge (9614)**  
From : Wissam Marouf  
Date : 1<sup>st</sup> May 2021  
Subject : **Promotion Letter**

Dear Nilanga Dananjana,

We are delighted to inform your promotion to the position as **Swing Manager** effective **1<sup>st</sup> May 2021**

This promotion is in recognition of your hard work and commitment towards the organization. We are confident that you shall continue to perform with best ability in the new role and substantially contribute to succeed.

Congratulations and wish you good luck in all your future endeavors.

Thank you and regards,

**Wissam Marouf**

Senior Operations Director

**Binay Moktan**

Human Resources Director

**EMIRATES FAST FOOD CO. LLC.**

P.O. Box: 3616, Abu Dhabi, UAE | Phone: +9712 - 6658555 | Fax: +9712 - 6655799  
P.O. Box: 29173, Dubai, UAE | Phone: +9714 - 6010600 | Fax: +9714 - 4572256  
P.O. Box: 24119, Sharjah, UAE | Phone: +9714 - 6010600 | Fax: +9716 - 5727745  
Email : info@mcdonalds-uae.com  
Website : www.mcdonalds.com  
Capital : AED 3,670,000

**شركة الإمارات للوجبات السريعة ذ م م.**

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الموقع الإلكتروني : www.mcdonalds.com  
رأس المال : 3,670,000 درهم



## CERTIFICATE OF EMPLOYMENT

This is to certify that **MS. NILANGA DANANJANA PERERA LAMAPPUGE** was employed by Emirates Fast Food Co. LLC. from 26 October 2016 to 17 March 2022 in the position of **SWING MANAGER**.

This certificate is being issued for whatever legal purpose it may serve.

Given this on the 28<sup>th</sup> March 2022 at Faya Business Park, Sharjah, UAE.

Certified by:

**Binay Moktan**

Human Resources Director



**EMIRATES FAST FOOD CO. LLC.**

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## **Appreciation letter for Lamappuge Nilanga DananJana Perera**

Nilanaga have shown great job with strong personality and ability to work in retail with below skills :

- Providing excellent customer service
- Processing transactions quickly and accurately
- Advising customers
- Helping Winning sales to meet targets
- Maintaining eye-catching effective displays within the store
- Taking pride in the store and maintaining it to a high standard
- Following operating procedures
- Providing customers with an enjoyable shopping experience

### **Additional Skills show during working with M&S:**

- Excellent communication and negotiation skills in multiple languages
- Familiarity with computer use
- Good presentation and excellent personal organization
- A passion for the retail industry
- Comfort with shifts
- Comfort with physical work
- Ability to work in a team
- Pride in achieving individual targets
- Flexibility and punctuality

I'm really wish the best for Nilanga with his future any environment and team he going to join.

Thanks and Best Regards,  
Inna Rovshanbekova  
Commercial Department Manager  
M&S Doha Villaggio  
+974 55124116

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