

# Ruhunage Perera

Dubai

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I am a dedicated, organized and methodical individual. I have good interpersonal skills, am an excellent team worker and am keen and very willing to learn and develop new skills. I am reliable and dependable and often seek new responsibilities within a wide range of employment areas.

## Personal Details

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**Birth Date:** 1987-06-09

**Eligible to work in United Arab Emirates:** Yes

**Industry:** Customer Service, Other, Production & Manufacturing, Retail, Sales

## Work Experience

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### Fulfillment Warehouse Supervisor

Al Mabrook Electronics LLC-Dubai

June 2023 to Present

- Oversaw daily operations: Managed a team of inbound & outbound employees in a fast-paced warehouse environment, ensuring timely and accurate processing of up to customers orders per day.
- Optimised workflow: Implemented efficiency improvements, reducing order processing time and increasing overall productivity as well.
- Inventory management: Supervised inventory control with the cycles count and reducing shrinkage through improved tracking and auditing procedures.
- Safety and compliance: Enforced safety protocols, resulting in a reduction in workplace accidents and ensuring compliance with all regulatory requirements.
- Training and development: Conducted training sessions for new hires and ongoing professional development for existing staff, leading to improved team performance and reduced turnover.
- Customer service: Collaborated with the customer service team to resolve issues related to order fulfilment, achieving a customer satisfaction rate of 100%.
- Warehouse Management System (WMS): Managed daily operations using WMS to streamline inventory control, order processing, and shipping, resulting in a 100% improvement in accuracy and efficiency.
- Key Performance Indicators (KPIs): Monitored and analysed warehouse KPIs, including order accuracy, pick/pack rates, and Inbound , outbound and inventory turnover. Implemented strategies that improved KPI performance.
- FIFO Management: Ensured strict adherence to FIFO principles, reducing product obsolescence and maintaining inventory freshness, which led to reduction in shipment and oder delay.
- Standard Operating Procedures (SOPs): Developed, implemented, and enforced SOPs for all warehouse activities, enhancing consistency and compliance across the team, leading to a reduction in errors.
- Team Leadership: Supervised a team of warehouse employees, providing training on WMS, SOPs, and FIFO processes, which resulted in a 100% increase in overall team productivity.
- Process Improvement: Identified inefficiencies in warehouse processes and collaborated with cross-functional teams to implement continuous improvement initiatives, improving operational efficiency.

### Fulfillment Warehouse Team Leader

Noon.com-Dubai

August 2019 to May 2023

- 4 years experience with e commerce warehouse inbound / outoutbound / Inventory / RTV / Re commerce / Dark Stores.
- Maintaining correct stock levels in all retail storage and sales areas.
- Assist retail team in preparing and maintaining the way we present goods to our visitors.
- Monitor stock levels within the studio tour and main warehouse.
- Communicate stock level concerns to colleagues and partners.
- Distribute merchandise from main warehouse to retail areas around the attraction.
- Receive, check and accept deliveries.
- Maintain relevant paperwork, storage records and standards for accurate accounting of incoming deliveries.
- To co-ordinate picking and processing of E-commerce stock replenishment.
- Create reports for Management and communicate KPI's to warehouse associates.
- Excellent time keeping and attendance record.
- Have enthusiastic, proactive, hands on approach to the job.
- Be flexible in hours of work.
- Work well under pressure and be able to meet deadlines.
- Previous experience in a Team leading role is vital.
- Ensure the meet the productivity and daily target end of the shift.
- Maintaining a safe work environment in the warehouse.
- Ensure accuracy of inventory and order fulfillment.
- Resolve customer complaints in a timely manner.
- Coordinate and oversee warehouse operations.

### **CCTV Operator**

Farnek Services LLC-Dubai

April 2014 to March 2018

- Monitored premises of large commercial office complex with CCTV network.
- Reviewed activities captured on camera and notified authorities of suspicious activity.
- Archived CCTV footage and maintained its tracking database.
- Installed, repaired, and maintained CCTV cameras.
- Kept maintenance and repair records for security equipment.
- Identified areas that required CCTV monitoring.
- Worked with IT and purchasing departments to develop and implement an upgraded, expanded CCTV security monitoring system.

### **Business Coordinator**

Federation Chamber Of Commerce Industry and Agriculture-Puttalam

January 2011 to March 2014

- Efficiently managed administrative tasks for a high-volume department, including scheduling appointments, managing calendars, and coordinating entrepreneur membership arrangements.
- Provided exceptional customer service and training by responding promptly to inquiries, resolving issues, and ensuring customer satisfaction.
- Collaborated closely with cross-functional teams to streamline processes, improve efficiency, and achieve departmental goals.
- Proficient in using various software applications such as Microsoft Office Suite (Word, Excel, PowerPoint), Outlook, and CRM systems.
- Organized and maintained comprehensive filing systems, records, and databases.
- Contributed to team success by providing administrative support, assisting with project coordination, and maintaining a positive work environment.

- Develop The Membership Programs.
- Entrepreneur Development.
- Business School Management and Develop.

### **Leading Aricraftman**

SRI LANKA AIR FORCE-Operation Arias

September 2006 to December 2010

- Led and motivated a team of 751 soldiers to successfully complete overall camp mission and task.
- Demonstrated exceptional leadership and decision-making skills in high-pressure situations.
- Proficient in Administration , weapons systems, tactical operations, survival technique.
- Successfully completed explosive oordnance disposal (EOD), Advance Weapons Training (AWT), Quick Reaction Team (QRT) , Ari Gunner programs andcertifications.
- Adhered to strict military protocols and regulations.

Key transferable skills:

- Leadership: Demonstrated ability to lead and motivate teams.
- Problem-solving: Effectively addressed complex challenges in demanding environments.
- Adaptability: Successfully navigated changing circumstances and priorities.
- Teamwork: Collaborated effectively with diverse individuals to achieve common goals.
- Communication: Clearly communicated information and instructions, both verbally and in writing.
- Attention to detail: Maintained accuracy and precision in tasks.
- Discipline: Adhered to strict rules and procedures.

## Education

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### **Diploma In Advance Business Management in Business Management**

Federation Chamber Of Commerce - Puttalam

January 2011 to December 2012

### **GCC Advance Level Commerce in Commerce**

Ga/ Sri Sumangala National Collage - Hikkaduwa

March 2003 to August 2006

## Skills

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- Organizational skills
- Communication skills
- Leadership
- Problem - Solving
- IInterpersonal Skills

## Awards

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### **Best Business Coordinator**

June 2012

### **Best Performance Noon .Com**

September 2021

**Best Idea Noon.Com**

August 2022