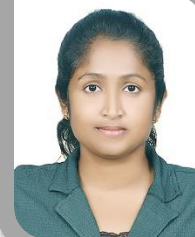


Sasini Nadeesha Karunarathna

No.105, Ahamed Rabee Building, Al Hudaiba | +971 557551605

sasininadeesha95@gmail.com | <http://linkedin.com/in/sasini-nadeesha-b6260b197>



CAREER SUMMARY

Dedicated professional with over 5 years of experience in customer service management, human resources Management and cashiering. Proven track record in developing customer care strategies that enhance satisfaction and loyalty, while also implementing HR initiatives that foster employee engagement and retention.

SKILLS AND COMPUTER LITERACY

- Analytical Skills
- Communication Skills
- Competent in Microsoft Office. (MS Word, Excel, Power Point & Outlook)
- Problem-Solving
- Attention to Detail
- Technical Proficiency
- Customer Focus
- Project Management
- Team Collaboration
- Quality Management
- Good time management
- Adaptability
- Risk Management
- Ability to learn and adopt quickly

Systems

- POS System
- Restaurant Management System
- Customer Relationship Management (CRM) Software
- Payment Processing Systems
- Competent in Microsoft Office (MS Word, Excel, Power Point & Outlook)

Work Experience

Customer Care Development Manager
Jaykay Marketing Services PVT LTD
Sri Lanka

October 2021- August 2024

Overlooked the development and implementation of customer service strategies to enhance the shopping experience across the supermarket chain. This role involves analyzing customer feedback, training staff, and collaborating with various departments to ensure high standards of service are maintained.

- Developed and implemented customer service strategies, enhancing overall customer satisfaction scores by 7% within 3 years.
- Led and trained a diverse customer service team of 10 members, improving response times and service quality.
- Analyzed customer feedback and service metrics to identify trends, resulting in actionable insights and process improvements.
- Collaborated cross-departmentally with marketing and operations to ensure a unified approach to customer experience.
- Established key performance indicators (KPIs) to measure and report on customer service effectiveness and success
- Resolved escalated customer complaints promptly, reducing complaint resolution time by 3%.
- Initiated and executed customer engagement programs, increasing customer loyalty and repeat business.

- Managed the budget for customer care initiatives, ensuring cost-effective operations without compromising service quality.
- Spearheaded training programs that improved staff performance and enhanced customer interaction skills.
- Created and launched promotional events that improved customer foot traffic and engagement.
- Manage cash books, bank books, petty cash, and maintain strong communication
- Constantly reviewing customers and staff feedback and taking required actions
- Ensuring all outlets are engaged and all legal agreements are fulfilled with the charity social pillar execution “We Donate”

Human Resource Officer

Jaykay Marketing Services PVT LTD

Sri Lanka

March 2020- October 2021

- Managed end-to-end recruitment processes, including job postings, candidate screening, and interviewing, resulting in a reduction in time-to-fill positions.
- Developed and implemented HR policies and procedures, ensuring compliance with labor laws and best practices.
- Facilitated onboarding and orientation programs for new employees, enhancing retention rates by 16%.
- Provided guidance and support to employees on HR-related inquiries, fostering a positive workplace culture.
- Assisted in performance management processes, including appraisals and feedback sessions, contributing to improved employee performance.
- Coordinated employee training and development programs, enhancing skillsets and career advancement opportunities.
- Administered employee benefits programs, including health insurance and retirement plans, ensuring clear communication and understanding.

Cashier

Keells Bakery and Hot Kitchen

Sri Lanka

February 2019- March 2020

- Processing Transactions: Accurately handled cash, credit, and debit card transactions using a point-of-sale (POS) system
- Inventory Management: Greeted customers warmly, assisted with inquiries, and addressed any concerns to ensure a positive shopping experience
- Inventory Management: Assisted in managing stock levels by restocking shelves and reporting any discrepancies
- Handling Returns and Exchanges: Processed returns and exchanges according to store policy while maintaining customer satisfaction
- Promoting Store Loyalty Programs: Informed customers about loyalty programs and promotions to enhance sales
- Adhering to Policies: Followed all company policies and procedures, especially regarding cash handling and security

Languages

- English – Speaking, Writing & listening
- Sinhala - Native

Professional and Academics Qualifications

- Bachelor of Arts (Economic and Scientific Management) General Degree from Rajarata University of Sri Lanka
- Followed the Higher Diploma in Education
- G.C.E Advance Level Examination | 2014 August.
- G.C.E Ordinary Level Examination | 2011 December

Personal – Details

- Full Name: Kempitiye Weesinggedara Sasini Nadeesha Karunarathna
- Date of Birth: 12th June 1995
- Passport Number: N11525136
- Gender: Female
- Nationality: Sri Lankan

Non -Related Referees

Dr S.A.U. Niranjala
Faculty of Social Science and Humanities
Rajarata University of Sri Lanka
Mobile: +94769844336

Mr. Nilush Coorey
Head of Operations
Jaykay Marketing Services PVT LTD
Mobile: +94 777388745

Acknowledgement

I do hereby certify that the above-mentioned particulars are true and correct to the best of my knowledge.

(K.W.S.N. Karunarathna)