



# SHAINI CROSS

## Profile

I am a passionate individual with 2 plus years of experience of handling customer relationships in a timely and organized manner seeking a new opportunity to take the challenges and grow myself as a professional.



+971-566-490-594



shainicross2002@gmail.com



Dubai land , Ajmal shara  
tower 904

## Language

English

Tamil

Sinhala

## Education

passed GCE O/L  
Examination(Government Exam)  
2018

passed GCE A/L  
Examination(Government Exam)  
2021

## Personal Details

Name in full : Shaini Hirusha Cross

Date of Birth : 07/08/2002

Passport No : N9959175

Visa : Visit visa

Gender : Female

Civil status : Singal

Nationality : Sri Lankan

## Experience

### Call Center Assistant

Nawaloka Medicare PLC Negombo,Srilanka  
(11th May 2023 to 30th November 2023)

- Managing large amounts of inbound and outbound calls in a timely manner.
- Following call center "scripts"when handling different topics.
- Identifying customers' needs, clarify information, research every issue and providing solutions.
- Frequently attend educational seminars to improve knowledge and performance level.

### Sales promotion Executive

Co-operative Insurance company limited(sri lanka)  
25th August 2022 to 30th April 2023

- Responsible for achieving targets.
- Identify trends and insights and optimize spend and performance based on the insights.
- Maintain consistent brand messaging throughout the process.
- Assist and support bank administration in its operational issues.
- Assist other support staff with the discovery and resolution of monetary discrepancies.
- Work through disputes with customers.

### Extra Archivement

- Successfully completed HR Management course in udemy.
- Successfully completed the certificate course in spoken english .
- Successfully completed the certificate course in MS office & open office.
- Successfully completed Certificate in leadership program.

### Skills

- Professional
- Teamworker
- Flexibility
- Creativity
- Organization

### Cashier

Thilakawardhana Textiles,Ja ela ,Srilanka  
(10th May 2021 to 20th July 2022)

- Operating scanners, scales , cash registers , and other electronic.
- Accepting payments, ensuring all prices and quantities are accurate and proving a receipt to every customer.
- Maintaining a clean workspace.
- Processing refunds and exchanges, resolving complaints.

### Personal skills

- Quick learner & hard worker.
- Sincerity & Integrity at the work place.
- Willingness to learn new skills.
- Adaptive working in any office culture.
- Proactively taking initiative when necessary.
- Highly capable of working with MS Office package.