



# UDARA WICKRAMARATHNE

## SUMMARY

Versatile professional experienced in Office Administration and Purchasing roles. Proficient in providing comprehensive administrative support, managing office tasks, and coordinating daily operations. Skilled in assisting with purchasing activities, including vendor communications, procurement, and inventory management. Strong organizational and multitasking abilities, ensuring efficient office functioning while contributing to procurement processes. Eager to leverage diverse skills to enhance office productivity and streamline purchasing operations.

## CONTACT



0501266192



Udarawicki10@gmail.com



AL Falah Street, Abudabi,  
UAE.

## EXPERIENCE

**Office Assistant and Purchasing Assistant** Aug 2019-Nov.2023  
*Sithma Associates ( Pvt ) Ltd, Sri Lanka*

- **Administrative Support:** Provide general administrative support such as filing, data entry, and maintaining office supplies.
- **Scheduling and Coordination:** Assist in scheduling appointments, and meetings, and managing calendars for office personnel.
- **Communication Handling:** Manage incoming calls, emails, and correspondence, redirecting inquiries as necessary.
- **Documentation and Record-keeping:** Organize and maintain documents, records, and reports, ensuring easy retrieval and confidentiality.
- **Facilities Maintenance:** Assist in maintaining a clean and organized office space, including managing office equipment and coordinating repairs.
- **Vendor Relations:** Liaise with vendors, negotiate pricing, and maintain relationships for the procurement of goods and services.
- **Purchase Order Processing:** Generate and process purchase orders accurately, ensuring timely procurement and delivery.
- **Inventory Management:** Monitor inventory levels, conduct stock checks, and assist in maintaining optimal stock levels.
- **Budget Tracking and Analysis:** Assist in tracking expenses, preparing reports, and analyzing purchasing trends to optimize spending.
- **Quality Control:** Ensure received goods meet quality standards, address discrepancies, and handle returns or exchanges as needed.

**Sales Executive & Cashier** Nov 2011-Mar 2019  
*Jarir Marketing Co LLC, Kingdom of Saudi Arabia*

- **Customer Engagement and Sales Generation:** Actively engage with customers, understand their needs, and promote products or services to drive sales.
- **Product Knowledge and Presentation:** Maintain comprehensive knowledge about products/services, effectively communicate features and benefits, and assist customers in making informed purchasing decisions.
- **Relationship Building:** Establish and nurture relationships with clients to foster repeat business and enhance customer loyalty.
- **Sales Reporting and Analysis:** Maintain sales records, generate reports, and analyze trends to identify opportunities for improvement and meet sales targets.
- **Collaboration and Coordination:** Collaborate with the sales team, share insights, and coordinate efforts to achieve collective sales objectives.
- **Point-of-Sale Operations:** Efficiently operate the cash register or point-of-sale system to process transactions accurately.
- **Payment Processing:** Handle various payment methods, including cash, credit/debit cards, and checks, ensuring precision and correctness in processing payments.
- **Customer Service:** Provide excellent customer service at the checkout by addressing queries, handling returns or exchanges, and ensuring a smooth transaction experience.
- **Balancing and Reconciliation:** Maintain accurate cash balances, reconcile receipts, and complete end-of-day cash register settlements.
- **Adherence to Procedures:** Adhere to company policies and procedures, including compliance with cash handling and accounting protocols.

**Sales Executive**  
*Lake House Book Shop, Sri Lanka*

**Sep 2010-Jan 2012**

## PERSONAL DETAILS

P. Udara Wickramarathne

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**Gender**  
Male

**Nationality**  
Sri Lankan

**Visa Status**  
Visit Visa

**Civil Status**  
Married

**Passport Number**  
N10117855

## LANGUAGES

- **Hindi-Good**
- **Arabic-Good**
- **English-Good**
- **Sinhala-Native**

## SKILLS

- **Administrative Skills**
- **Communication**
- **Organization**
- **Computer Skills**
- **Customer Service**
- **Multitasking**
- **Attention to Detail**
- **Procurement Skills**
- **Analytical Skills**
- **Inventory Management**
- **Vendor Relationship Management**
- **Negotiation Skills**
- **Attention to Detail**
- **Time Management**
- **Market Analysis Skills**

### Customer Service Assistant

May 2007-Sep 2009

*Emirates Oil Company LLC, UAE*

- **Assisting Customers:** Serve customers by answering inquiries, providing information about products/services, and assisting with purchases or returns.
- **Resolving Issues:** Address customer concerns, complaints, or escalations in a timely and efficient manner to ensure customer satisfaction.
- **Handling Communication:** Manage incoming calls, emails, or inquiries, responding promptly and professionally to customer queries.
- **Maintaining Records:** Keep records of customer interactions, transactions, comments, and complaints for future reference or analysis.
- **Providing Product/Service Information:** Educate customers about product features, pricing, availability, and company policies to assist in decision-making.

### Sales Assistant and Cashier

Sep 2002-Sep 2005

*Vijitha Yapa Book Shop, Sri Lanka*

- **Customer Assistance:** Assist customers by providing product information, addressing inquiries, and helping with purchase decisions.
- **Stock Management:** Monitor and manage inventory levels, ensuring shelves are adequately stocked and products are well-presented.
- **Sales Support:** Aid the sales team by processing transactions, handling returns, and maintaining sales records.
- **Customer Service Excellence:** Deliver exceptional customer service, addressing concerns promptly to ensure a positive shopping experience.
- **Merchandising and Display:** Assist in arranging product displays and maintaining visual merchandising standards to attract customers.

## EDUCATIONAL QUALIFICATION

- **Successfully Competed (High School) G.C.E Advanced Level Examination in 2001.**
- **Passed G.C.E Ordinary Level Examination in 1998.**

## REFERENCES

### Mr. G.T. Indika Pushpa Kumara

Curriculum Coordinator

University of Vocational Technology,

No : 100, Kandawala Road, Rathmalana,

0094772649375.

### Mr . Harendra Ganewaththa

Managing Director

Sithma Associates ( Pvt) Ltd,

No : 01, Katuwana, Industrial Estate,

Homagama.

009477487953

I confirm that the above-mentioned information is true and accurate to the best of my knowledge. In the event of my being selected, I would discharge duties to your best satisfaction.

Your Faithfully,