



THARUSHI SANCHALA

ADMIN / SALES ASSOCIATE

CONTACT

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- ✉️ sanawanigasekara@gmail.com
- 📍 Ras Al Khaimah

PROFILE

Being multi disciplines using talent and opportunities to seek sustainable solutions for challenges posed by today's dynamic world. Objective and result oriented with a flair for public relations and a special ability to face challenges with the theories student as well as experience.

WORK EXPERIENCE

● Al Anood Information Technology UAE

Admin

- Managed scheduling, calendars, and travel arrangements for executives.
- Handled incoming calls, emails, and correspondence, responding to inquiries promptly.
- Assisted in preparing reports, presentations, and documents.
- Supported HR with employee onboarding and file management.
- Coordinated office supplies, maintained inventory, and ensured a smooth workflow.

● ABANS PLC Sri Lanka

2023 - 2024

Sales associate

- Assisted customers in locating products, answering questions, and providing product recommendations to enhance customer satisfaction.
- Maintained in-depth knowledge of store products, promotions, and policies to effectively drive sales.
- Processed cash, credit, and refund transactions accurately using the point-of-sale (POS) system.
- Ensured merchandise was stocked, organized, and visually appealing to meet brand standards.
- Resolved customer complaints and concerns in a professional and timely manner.
- Collaborated with team members to meet and exceed store sales targets.

EDUCATION

ESOFT IT AND ENGLISH METRO COLLEGE SRI LANKA

- Diploma in Information Technology
Completed in 2023

KILDARE IRELAND TRAINNIG COLLEGE, SRI LANKA

- Certificate in computer
studies Completed in 2015

ESOFT IT AND ENGLISH METRO COLLEGE SRI LANKA

- Certificate in English Language
Completed in 2023

LANGUAGES

- English - 80%
- Hindi (Learning) - 50%
- Malayalam (Learning) - 20%
- Arabic (Learning) - 10%

SOFT SKILLS

1. Communication
2. Customer Service
3. Teamwork
4. Problem-Solving
5. Time Management
6. Adaptability
7. Attention to Detail
8. Multitasking
9. Conflict Resolution
10. Organizational Skills

HARD SKILLS

1. Microsoft Office Suite
2. Data Entry
3. Cash Handling
4. Canva
5. Customer Relationship Management
6. Inventory Management
7. Document Management
8. Typing Speed (Nomal)
9. Filing Systems
10. Computer Skills
11. Point of Sale (POS) Systems

Gulf Hypermarket Llc Ras Al Khaima

Cashier and Sales

- Customer Service: Greeted customers warmly, answered questions about products or promotions, and ensured a positive shopping experience.
- Cash Management: Handled large amounts of cash responsibly, counted drawers at the beginning and end of shifts, and balanced tills with minimal errors.
- Speed & Efficiency: Maintained fast, efficient service during high-traffic periods while minimizing customer wait times.
- Problem-Solving: Resolved issues like pricing discrepancies, returns, or declined payments with professionalism and according to store policy.
- Team Collaboration: Worked closely with stockers, managers, and customer service staff to keep operations smooth.

ADDITIONAL INFORMATION

- VALID UAE DRIVING LICENSE
- WILLING TO RELOCATE WITHIN THE UAE

REFERENCE

- Email: sanawanigasekara@gmail.com
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