



# DILUKSHI ANJALA

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## ABOUT ME

Experienced, **Data Entry Operator, Cashier, Insurance Underwriter and Telemarketer** looking to combine skills to obtain a position, Where I can help the organization growth in my experience.

## PERSONAL DETAILS

**Date of birth**  
26/03/1995

**Nationality**  
Sri Lankan

**Visa status**  
Employee Visa

**Marital status**  
Married

## LANGUAGES

ENGLISH

TAMIL

SINHALA

## WORK EXPERIENCE

**DAY TODAY  
INTERNATIONAL  
HYPERMARKET**  
Sharjah

### Cashier

- Process transaction to the POS System
- Handling the cash and card payments efficiently
- Quickly and accurately scan goods to minimize customer wait time
- Provide high quality customer service
- process refunds and exchange transactions
- Maintain a clean and tidy checkout areas.

**ALLIANZ  
INSURANCE LANKA  
LIMITED**  
Colombo, Sri Lanka

### Executive

- Processing Keying new business, Enhancements and responsible for all system related matters.
- Preparing Monthly and Yearly reports.
- Coordinate with Banks, Branch, Brokers, sales agents.
- Negotiating clients and providing Motor and Non - Motor Insurance quotations as their requirements.
- Adding new business and renewal process.
- Underwrite the policies under the supervision.
- Collecting and analyzing customer feedbacks.
- Answering internal and external phone calls

**KINGS HOSPITAL**  
Colombo, Sri Lanka

### Cashier cum Billing Assistant

- Process transactions to the cash register by effectively and efficiently handling cash and credit card payments.
- Manage daily balancing and reconciling
- Assist at the front desk in handling patient admissions and provision of information to patients and visitors
- Coordinate efforts with account department to ensure the payments.
- Enter all payments received from suppliers and the pharmacy into the system.
- Maintain petty cash logs, receipts and balance.

**AQNAS COLLEGE**  
Colombo, Sri Lanka

### Data Entry Operator cum Receptionist

- Transfer data from paper formats into database system.
- Create and manage spreadsheets with large numbers of figures.
- Sort, organize and store paperwork after entering data.

SKILLS

- VERBAL AND WRITTEN COMMUNICATION SKILLS
- NEGOTIATION AND INTERPERSONAL SKILLS
- COMPUTER ACCURACY
- GOOD MATHEMATICS AND STATISTICS SKILLS
- EXCELLENT CUSTOMER SERVICE
- DOCUMENTATION SKILLS
- RESOLVING CONFLICTS
- MULTITASKING SKILLS
- TIME MANAGMENT
- LEADERSHIP SKILLS
- TEAM WORK SKILLS

EXTRA-CURRICULAR ACTIVITIES

- MEMBER OF WELFARE COMMITTE  
HATTON NATIONAL BANK  
Colombo / JAN 2015 - JAN 2016
- SCHOOL PREFECT AT SCHOOL PREFECT BOARD  
NUGEGODA TAMIL NATIONAL SCHOOL  
Colombo / JAN 2011 - JAN 2014

- Reviewing all applications and documents for accuracy and informing the supervisor of any errors or inconsistencies.
- Greeting, welcoming visitors at the front desk.
- Answer, screen and forward incoming phone calls.
- Provide basic and accurate informatioon in person and via phone/email.

HATTON NATIONAL BANK, CREDIT CARD CENTER  
Colombo, Sri Lanka.

- **Tele caller**
  - Communicate with customers about the credit card due amounts, due date and offers on time.
  - Noting important details of every conversations.
  - Maintain a updated customer database with the contact details.
  - Attending regular meetings to clarify the progress and performance and KPIs.

EDUCATION

- IMBS CAMPUS  
Colombo  
2023
- SRI LANKA INSURANCE INSTITUTE  
Colombo  
2021
- OUSL  
Colombo
- BCAS CITY CAMPUS  
Colombo  
2015
- NUGEGODA TAMIL NATIONAL SCHOOL  
Colombo  
2014
- NUGEGODA TAMIL NATIONAL SCHOOL  
Colombo  
2011

- **Diploma in HR Management**
- **Diploma in Non Life Insurance**
- **Short course in Computerized Accounting or Cashiering**
- **Diploma in Information Technology and English**
- **G.C.E Advance Level Examination**
- **G.C.E. Ordinary Level Examination**