

Ishani Kanchana



Personal Details

Phone

056 – 7350128

Email

dasanayakais123@gmail.com

Address

Dubai, UAE

Date of Birth

07-03-1998

Nationality

Sri Lanka

Education

2017

- Dambadeniya Madya Maha Vidyalaya
- Successfully passed G.C.E A/Ls 2

Language

English
Sinhala

Skills

- Excellent Customer Service
- Responsibly maintaining the cash flow/credit & debit flow
- Excellent Computer Literacy on systems used as a Cashier
- Multi-tasking as a telephone operator
- Team Player

As a dedicated and results-oriented individual, I bring a highly motivated personality to the team. I thrive in fast-paced environments, excel at problem-solving, and am known for my strong communication, teamwork, leadership abilities. I am eager to leverage my skills and experience to contribute effectively to a dynamic team and help the business growth while enhancing customer experiences.

Work Experience

2022 – present

Debonair's Pizza | Dubai

Cashier & Call Centre Agent

Experience as a cashier, I excelled in providing exceptional customer service by greeting and assisting customers, processing various payment methods accurately, maintaining cash registers, and ensuring compliance with financial regulations. Additionally, I have worked as a call centre agent where I demonstrated strong communication skills by efficiently handling customer inquiries and resolving issues via phone, email, and chat while maintaining detailed records and a deep understanding of the menu and services offered.

2019 – 2021

Event Management Company | Dubai

Filing Clerk

Experience as a filing clerk, I played a crucial role in maintaining organized and efficient record-keeping systems. My responsibilities included sorting and filing documents, ensuring accurate naming and indexing, retrieving files upon request, and assisting with data entry tasks. I consistently upheld a high level of accuracy, attention to detail, and confidentiality while contributing to the smooth functioning of administrative processes.

2017 – 2018

Samurdhi Bank | Sri Lanka

Data Entry Clerk

Experience as a data entry clerk, showcasing strong attention to detail and precision in entering and updating information into databases and spreadsheets. My responsibilities included accurately transcribing data from various sources, verifying data for accuracy and completeness, and assisting with data quality control processes. I consistently met deadlines and maintained a high level of data accuracy, contributing to the overall efficiency of data management within the organization.

2019 six month

Piccolo Kids Club / Dubhi

Kids Club Agent

Ensures that kids club responsibilities are carried out in a safe, efficient and timely manner, continually striving to deliver the highest quality of service to guests, whilst adhering to all legal rules, regulations, and guidelines of the hotel. Creates a safe environment for all children attending the kids club. Creates an inventory for all children attending the kids club. Creates a safe environment for all children attending the kids club. Creates a safe environment for all toys / equipment at the kids club. Ensures all equipment are clean and properly maintained. Strong interpersonal skill. Committed to delivering a high level of customer service. Excellent grooming standards

Professional Qualifications

Successfully completed 3 months of English Certificates Courses at

Connect Dubai

Successfully completed 6 months Diploma in Computer, Information and Communication Technology at **Nanasala Center Sri Lanka**

Successfully completed Certificate Course of Computer Studies at **Nanasala Center Sri Lanka**