



GNEI SHONALI SHAFRIYA

📍 DUBAI, UAE

☎ +971589472774

✉ Shafriyashonali8@gmail.com

SUMMARY

With over five years of experience in the financial and corporate business environment with customers, is now seeking a full-time position where strengths, skills, knowledge and experiences are utilized. An enthusiastic, self-motivated, detail oriented, multi-tasked individual with very strong organizational, time management and communication skills. I thrive in a fast-paced and diverse workplace.

EXPERIENCE

ASSISTANT BRANCH SUPERVISOR, 06/2021 - Current

Al Ghurair Int'l Exchange, Dubai, UAE

- Handling the customers in the counter for inquiries and checking the status of transactions.
- Provided efficient and courteous service to customers at all times.
- Handling speed and error-free remittances for various countries.
- Answering phone calls and addressing customer inquiries.
- Experienced in working with Microsoft Excel, Word and PowerPoint.
- Orchestrated administrative activities directly related to making products or providing services.
- Processing successful transactions for Money Exchange, Remittance, Western Union, Instant cash.
- Registration for new WPS and GPSSA.
- Completed audits and checklists to achieve regulatory compliance.

PATIENT CARE EXECUTIVE, 11/2020 - 03/2021

Dr. Sathya Ayurvedic Wellness Center LLC, Dubai, UAE

- Greeting customers and guiding the customers for their appointment.
- Maintaining the company website and social media platforms.
- Orchestrated administrative activities directly related to making products or providing services.
- Prepared staff work schedules and assigned specific duties.
- Making phone calls and sending emails related to the marketing activities of the clinic.
- Provided efficient and courteous service to customers at all times.
- Met deadlines while maintaining high-quality deliverables.

CALL CENTER ASSOCIATE, 08/2018 - 08/2020

Dialog Axiata PLC, Colombo , Srilanka

- Handling inbound and outbound calls.
- Handling online chats and emails.
- Calling customers regarding loyalty offers and promoting new offers.

- Increase the sales and outlet targets.
- Handling customer complaints and resolving issues.
- Responding to incoming emails and phone inquiries of branch and walking customers.
- Orchestrated administrative activities directly related to providing services.
- Obtaining and evaluating all relevant data to handle complaints and inquiries.
- Experience in using MS Word/Excel and PowerPoint.

- Account analysis expertise
- Key performance indicators (KPI) setting
- Excellent communication skills
- QuickBooks experience
- Team work
- MS office/Excel/Powerpoint
- Active learning
- Financial analysis and planning
- Regulatory compliance
- Strong interpersonal skills
- People-orientated

Esoft Metro Campus , Colombo, Sri Lanka, 2018

- IT Fundamentals
- Working with MS Office
- Computer Hardware
- Network Technology
- Internet, Emails and Web Designing
- Graphics and multimedia
- Basic Software Engineering
- Basic Python Programming
- Database Concept
- Basic Programming C#

A-Levels

English, Sinhala, Malay: First Language

Tamil: B1

Intermediate

Hindi: A2

Elementary