

**Contact:**

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Address:

Flat 103, Major Khadeim Saroor
Building, 10 38A St - Hor Al Anz –
Dubai.

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Nationality: Sri Lankan

Visa Type: Employment

Skills

- Active Listening
- MS Office
- Strong Communication and Interpersonal Skills
- Complex Problem-Solving
- Meeting Sales Goals
- ERP Systems
- POS Software
- Creative Thinking

Reference

Mr. Ala-Eddine Boughalem (Bsc.)

055 728 6423

aliloupablo47@gmail.com

Mr. Srimal Perera (MBA-UK)

056 703 3645

srimaljeevantha@outlook.com

Roshan Mohamed (BCA-Ind, MBA-UK)

055 940 6420

roshan.mohamed@itnext.ca

Dileepa Godage

Retail Sales Assistant

Knowledgeable and dedicated customer service professional with extensive experience in Sales industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success.

Work Experience 8+ Years

Sales Assistant and Cashier

Magrudy's Bookstore, Dubai | Oct 2022 - Present

- Provided exceptional customer service, assisting with queries, product availability, and pricing.
- Counted money in cash drawers at beginning and end of shifts to maintain accuracy.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Built relationships with customers to encourage repeat business.
- Prepared daily sales reports for management review, highlighting key insights to drive future improvements in store performance.
- Developed strong relationships with repeat customers through friendly service interactions.

Customer Service Associate

Simplicity Bookshop, Sri Lanka | Jan 2016 – 2022

- Provided exceptional customer service by recommending products and assisting in selections.
- Helped customer's complete purchases, locate items, join reward programs, and addressed product questions.
- Reviewed publisher samples and catalogs to complete the ordering process.
- Handled special customer requests, checking with suppliers and following up with schools and public libraries for new orders.
- Organized merchandise displays and stocked items, ensuring a visually appealing store environment.

Education

Diploma In Business Management

Ceylon Campus Colombo (2022 – 20230)

High School - General Certificate of Education

Thurstan College Colombo (2014)