

# WASANA WARNAKULASOORIYA

## TELLER/ CUSTOMER SERVICE REPRESENTATIVE

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Dubai, UAE



### Profile

Dedicated customer service professional with extensive experience in retail and banking environments. Proven track record in delivering excellent service, processing transactions accurately, and resolving customer complaints effectively. I am skilled in cash handling, Sales, inventory control, and promotional campaign execution. Strong ability to analyze customer needs and provide tailored financial advice. Recognized for maintaining organized and safe workspaces while fostering a pleasant shopping experience. Committed to enhancing customer satisfaction and operational efficiency through teamwork and strong communication skills.

### Professional Experience

#### SALES ASSISTANT

11/01/2024 – 30/10/2024

LANDMARK GROUP – VIVA SUPERMARKET - MUWEILAH- SHARJAH- UAE

- Delivered excellent customer service by assisting with product selection, resolving complaints, and processing online orders to enhance customer satisfaction.
- Followed all cash handling procedures, ensuring accuracy in transactions and maintaining compliance with company policies.
- Maintained a clean, safe, and well-organized store environment to provide a pleasant shopping experience.
- Ensured accurate pricing, organized product displays, and maintained a well-ordered back store to support inventory control.
- Assisted in organizing and executing store promotional campaigns to boost sales and brand visibility.

#### CUSTOMER SERVICE REPRESENTATIVE

01/03/ 2021 - 16/07/2022

MAJID AL FUTTAIM – CARREFOUR HYPERMARKET - CITY LAND- DUBAI -UAE

- Resolved customer complaints through phone, email, and social media, ensuring timely and effective issue resolution.
- Assisted customers with order placements, refunds, and exchanges, providing seamless after-sales support.
- Created and managed cases for electronic items such as mobile phones, home appliances, and TVs to ensure efficient repair processes.
- Coordinated with suppliers for electronic repairs and managed the delivery and L.P.O of heavy household items.
- Prepared and submitted daily, weekly, and monthly reports to commercial offices for performance tracking and analysis.

#### CASHIER

16/05/ 2019 - 28/02/2021

MAJID AL FUTTAIM – CARREFOUR HYPERMARKET - CITY LAND- DUBAI - UAE

- Scanned purchased items and processed payments efficiently, ensuring accurate and timely transactions for all customers.
- Issued receipts, tickets, and redeemed stamps and coupons, ensuring proper handling of promotional offers.
- Maintained clean and organized checkout areas, contributing to a pleasant shopping experience
- Kept detailed transaction reports, ensuring accuracy and accountability in financial records.
- Engaged with customers in a friendly and professional manner, ensuring high levels of customer satisfaction.

- Assisted customers with deposits, payments, and account inquiries, ensuring smooth and accurate transactions.
- Provided exceptional customer service by offering financial advice and recommending bank products and services to meet client needs.
- Gathered and analyzed customer financial data to support informed decision-making and tailored banking solutions.
- Prepared, reviewed, and verified bank documents, ensuring compliance with policies and accuracy in records.
- Collaborated with team members to maintain efficient daily operations and support customer satisfaction.

## **Educational Qualifications**

### **Bachelor of Arts in Economics**

University of Colombo, Sri Lanka

May 2013 - Aug 2017 - Second class honours

### **Computer Diploma**

National Youth Council, Sri Lanka - Grade A

## **Awards**

- **Spark of the month Excellency Award for the month of September 2021 City Land- Carrefour- UAE**
- **Best cashier for the month of August 2019 City Land- Carrefour - UAE**
- **Best cashier for the month of November 2019 City Land- Carrefour - UAE**

## **Skills**

- Customer Service
- Cash Handling
- Transaction Accuracy
- Inventory Control
- Complaint Resolution
- Product Knowledge
- Sales Support
- Team Collaboration
- Financial Advising
- Data Analysis

## **Personal Details**

<b>Full Name</b>	Wasana Warnakulasooriya
<b>Date of Birth</b>	06th May 1992
<b>Gender</b>	Female
<b>Nationality</b>	Sri Lankan
<b>Passport No</b>	N8107545

## **Languages**

- English
- Sinhala