

Wasana Warnakulasooriya



CONTACT



+971563856081



wasanadilhani22@gmail.com



Dubai
United Arab Emirates

EDUCATION

- **Computer Diploma**
National Youth Council, Sri Lanka
Grade A
- **GCE Advanced Level**
Department of Education, Sri Lanka
Higher Secondary Certificate

AWARDS/ACHIEVEMENT

- 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

PERSONAL DETAILS

- **Gender-** Female
- **Visa Status-** Visit Visa
- **Passport No-** N8107545
- **Nationality-** Sri Lankan
- **Other-** Available to start immediately

Dedicated customer service professional with extensive experience in retail environments. Proven track record in delivering excellent service, processing transactions accurately, and resolving customer complaints effectively.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

CARREFOUR HYPERMARKET

01/03/2021- 16/07/2022

DUBAI-UAE

- Handled customer complaints and inquiries in a professional and courteous manner
- Assisted customers with order placements, refunds, and exchanges as needed
- Performed daily customer service-related tasks such as data entry and reports handling
- Coordinated with other departments and suppliers to ensure customer service objectives were met
- Developed and maintained positive relationships with customers through excellent communication and follow-up skills

CASHIER

CARREFOUR HYPERMARKET

16/05/ 2019 – 28/02/2021

DUBAI-UAE

- Scanned the items purchased by the customer and accepted payments.
- Issued receipts, tickets to the customer, redeem stamps and coupons.
- Maintained clean and tidy check-out areas.
- Kept detail transaction reports, ensuring accuracy
- Pleasantly deal with the customer to ensure satisfaction.

WORK STUDY ASSISTANT

COLOURZONE (PVT) LTD

08/05/2017- 09/03/2017

COLOMBO-SRI LANKA

- Process analyzing and maintaining
- Time analyzing and report maintenance
- Efficiency and performance calculation
- Worker skill development
- Work method improvement and maintenance