

# WASANA WARNAKULASOORIYA

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## SUMMARY

Personable and dedicated customer service representative with extensive experience in the Retail and banking industry. Solid team player with upbeat, positive attitude and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specializing in quality, speed and process optimization. Articulate, enthusiastic and results-orientated with demonstrated passion for building relationships, cultivating partnerships and growing businesses.

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## CONTACT

**Address:** Dubai, UAE

**Phone:** +971563856081

**Email:**

wasanadilhani22@gmail.com

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## EXPERIENCE

### **CUSTOMER SERVICE REPRESENTATIVE, 03/2021 - 07/2022**

#### **MAJID AL FUTTAIM - CARREFOUR HYPERMARKET - 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, 05/2019 - 02/2021**

#### **MAJID AL FUTTAIM – CARREFOUR HYPERMARKET – DUBAI, UAE**

- Processed cash and electronic transactions accurately and efficiently in a fast-paced retail environment
- Processed returns, exchanges and refunds in accordance with company policy
- Assisted customers with locating items and answering general inquiries
- Maintained a clean and organized checkout area to ensure customer satisfaction
- Engaged with customers in a friendly and professional manner, ensuring high levels of customer satisfaction.

## SKILLS

- Customer service
- Cash handling
- Communication
- Time management
- Positive attitude
- Microsoft Office Suite proficient
- Team player
- Problem solving
- Organization
- Attention to detail
- Record keeping
- Database management
- Stress management
- Mathematical ability
- POS Systems

**TRAINEE ASSISTANT, 09/2012 - 03/2013**  
**NATIONAL SAVINGS BANK - Sri Lanka**

- Assisted customers with deposits, payments, withdrawals 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
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**EDUCATION**

**Bachelor of Arts Degree, Economics, 08/2017**  
**University of Colombo - Sri Lanka**

GPA: Second class honours

**Computer Diploma**  
**National Youth Council - Sri Lanka**

Grade A

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**PERSONAL INFORMATION**

- Passport Number: N8107545
  - Visa Status: Cancelled
  - Other: Available to start immediately
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**AWARDS**

- Spark of the month Excellency Award, 09/01/21, City Land - Carrefour - UAE
- Best cashier, 08/01/19, City Land - Carrefour - UAE
- Best cashier, 11/01/19, City Land - Carrefour - UAE