



DILEEPA GODAGE

Customer Service Associate

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https://www.linkedin.com/in/dolag/ Dubai ☆ Nationality - Sri Lankan

SUMMARY

Customer Service Associate

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. Specialize in quality, speed and process optimization.

LANGUAGES

English Proficient ●●●●●

SKILLS

Active Listening · ERP systems · MS Office ·

Time Management ·

Strong Communication and Interpersonal Skills

Complex Problem-Solving

EDUCATION

Diploma In Business Management

Ceylon Campus Colombo

01/2022 - 01/2023

Kotte

General Certificate of Education

High School

01/2014 - 12/2014

Colombo 3

• School

EXPERIENCE (10+ YEARS)

Customer Service Associate

10/2022

Magrudy's Bookstore

Dubai

- Customer Service: Providing exceptional customer service has been a cornerstone of my role. I have assisted customers with inquiries, product availability, and pricing, ensuring their needs are met promptly and professionally
- Provided personalized support for each client, tailoring solutions based on individual circumstances and preferences.
- Visual Merchandising: I've played a pivotal role in presenting products attractively. By arranging and displaying items in a visually appealing manner, I've helped make them easily accessible and appealing to our customers
- Managed high call volume with exceptional time management skills, minimizing wait times for customers.
- Cash Handling: My role has included handling cash transactions with precision and attention to detail. This responsibility underscores my proficiency in cash management and commitment to financial accuracy
- Contributed to the enhancement of sales strategies by upselling relevant products or services during customer interactions.
- Returns and Exchanges: I've efficiently managed product returns and exchanges, ensuring adherence to store policies. This has included inspecting returned items and restocking them appropriately
- Use of Retail Software: I've become proficient in using specialized retail software and systems for sales transactions and inventory management
- Team Collaboration: I've been an effective team player, collaborating closely with colleagues to ensure seamless store operations

Customer Service Executive

2017 - 2022

Can Lanka Solutions Pvt Ltd

Pitakotte, Sri Lanka

- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts. Developed tailored strategies for complex cases, increasing the chances of successful outcomes.
- Developed informative resources for clients on various aspects of the immigration process, empowering them with knowledge about their options and journey ahead.
- Advised clients on visa eligibility with thorough assessments of their unique situations.
- Streamlined booking processes for improved efficiency and reduced wait times.
- Conducted thorough research on destinations and suppliers to ensure only the highest quality products were offered to customers.
- Developed strong relationships with clients, resulting in repeat business and referrals.

Customer Sales Assistant

11/2014 - 08/2017

Camera Gear LK

Colombo

- Conducted follow-up calls to ensure complete satisfaction after issue resolution or product purchase completion.
- Offered exceptional after-sales support by following up with clients on purchases or addressing any concerns promptly.
- Collaborated with team members to achieve a cohesive and efficient store environment.
- Processed transactions accurately while maintaining a high level of customer service.
- Met and exceeded sales targets consistently, contributing to overall team success.
- Kept up-to-date records of daily sales activities, monitoring progress towards individual goals.
- Enhanced customer satisfaction with personalized product recommendations based on their needs and preferences.