



Thushari Wanigasekara

Customer Service Representative

Diligent and responsible Customer Service Representative committed to providing high-quality service by listening to customers and responding quickly to satisfy their needs. Polished in handling direct customer inquiries, implementing customer service policies and executing financial responsibilities, as well as keeping merchandise stocked and maintaining cleanliness. Dedicated to resolving issues efficiently and professionally.



Work History

**Jul 2013 -
Current**

Customer Service Executive Cum Cashier

Homes r Us, Sharjah, United Arab Emirates

- Welcomes customers and assists them with locating and choosing merchandise
- Responds to customer needs through competent customer service and prompt problem-solving
- Provides expertise on products, including demonstrating features, answering questions, and redirecting objections to highlight positive aspects and provide proper information to customers
- Checks order details against account information to minimize errors in delivery and unnecessary delays
- Resolves customer complaints, such as processing refunds and product returns, and reported on product defects or damages resulting from shipping process to management.
- Uses POS system to enter orders, process payments, and issue receipts
- Reconciles cash drawer at start and end of each shift, accounting for errors and resolving discrepancies
- Set-up in-store displays, and maintains a clean and organized working area

**Mar 2013 -
Sep 2013**

Documentation Executive

Maritime Freight International (Pvt.) Ltd, Colombo, Sri Lanka

- Created reports, memos, presentation, spreadsheet, and other documents
- Adhered to company rules, regulations and procedures
- Professionally handled telephone and e-mails inquiries, and relayed information to appropriate personnel
- Organized reports, memos, letters, and other documents for distribution, mailing, and filing
- Monitored inventory of office supplies, and ordered supplies as required
- Assisted with preparing invoices and handling budget commissions



Contact

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Phone

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LinkedIn

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Skills

Product Knowledge

Payment Processing

Customer Assistance

Complaint Resolution

Strategic Sales Knowledge

Good Communication Skills

Service Standard
Compliance

Documentation and
Reporting

May 2009 -
Feb 2011

Secretary Cum Receptionist

Dayan Lanka Enterprises, Colombo, Sri Lanka

- Welcomed all customers with friendly greeting, answered general questions, gathered nature of visit and directed to specific offices
- Answered phone calls and e-mails, and relay messages to appropriate personnel
- Drafted professional memos, letters and other documents to support business objectives
- Prepared documentation and reports for office meetings, distribution and filing
- Monitored inventory activities, including materials monitoring, ordering or requisition and supply stocking or re-stocking
- Kept reception area clean and neat to give visitors positive first impression

Mar 2007 -
Apr 2009

Trims Warehouse Supervisor

Ambattur Clothing International W.L.L, Sitra, Kingdom of Bahrain

Nov 1999 -
Jan 2003

Secretary Cum Account Assistant

Textpo Garments Co. L.L.C, Ajman, United Arab Emirates

May 1999 -
Nov 1999

Trainee Computer Operator

Grayline Cargo Terminals (Pvt.) Ltd., Colombo, Sri Lanka

Jun 1997 -
Jun 1999

Insurance Agent

Sri Lanka Insurance, Colombo, Sri Lanka



Software

Microsoft Office XP

Point-Of-Sales

Outlook



Certifications

- 15 Dec 2012 - Computerized Accounting, American Institute of Computer Technology, Colombo, Sri Lanka
- 01 Jul 2003 - Microsoft Office 2000/XP, The Langway Institute, Colombo, Sri Lanka
- Jul 2003-Dec 2003 - Training Course in Secretarial, Lalith Athulathmudali Vocational Training Center, Dehiwala-Mount Lavinia, Sri Lanka
- 03 Jan 1998 - Ticketing and Reservations Course, International Airline Ticketing Academy of Sri Lanka, Colombo, Sri Lanka



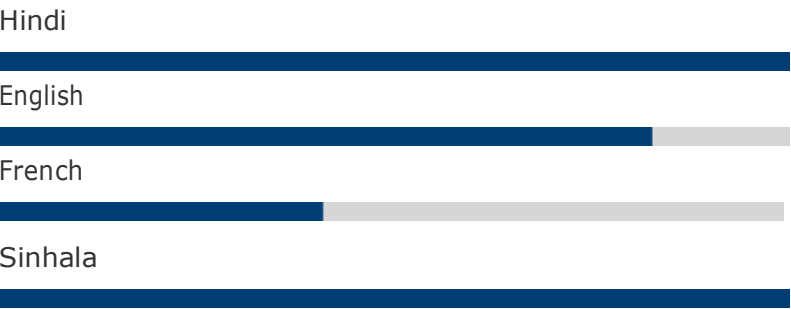
Education

2015-12 -
2020-01

Bachelor of Business Administration
Himalayan University - Itanagar, India



Languages



Reference

References available upon request.