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## SHAMEERA KALPAGE CUSTOMER SERVICE AGENT

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**EMAIL:**  
[smkalpage@gmail.com](mailto:smkalpage@gmail.com)

**ADDRESS:**  
Dubai, UAE

**EDUCATION:**  
Advance Level Bio  
Science Stream  
Ordinary Level  
Ananda Sastralaya  
Colombo

**CERTIFICATE**  
Customer Training  
Level 1  
Heathrow  
London

**LANGUAGES:**  
ENGLISH ■■■■■  
SINHALA ■■■■■

## EXPERIENCE

BRAND COORDINATOR – DARLEY BUTLER & CO, LTD, SRI LANKA  
SEP 2019 – SEP 2022

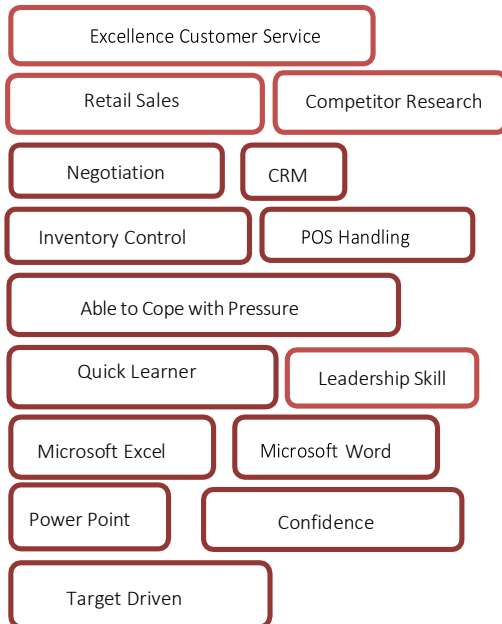
- Responsible for company and subsidiaries' collateral marketing needs for Omni channel - Traditional and Digital Marketing - and its creation (not limited to business card, artwork, portfolio, company profile, brochure, website presentation, trade fairs presence and coordination with suppliers and clients, vehicle branding, stationaries with company logo, and so on.).
- Ecommerce experience with Magento Backend development.
- Plan and execute all digital marketing strategy from planning to execution, including SEO/SEM, marketing database, email, social media and display advertising campaigns.
- Design, build and maintain our social media presence
- Responsible for the engagement with clients.
- Increase brand awareness, community engagement, post and comments on social media platforms.
- Responsible for designing newsletters and email marketing communication (internal and external).
- Posts coordination and social media management
- Content creation and management.
- Social Media Marketing campaign and calendar planning and implementation.
- Monitor sales activities to ensure that the sales targets are met.

MEDICAL DELEGATE – DARLEY BUTLER & CO, LTD, SRI LANKA  
MAR 2017 – AUG 2019

- Performed as a link between pharmaceutical company and doctors, pharmacists and hospital terms – was constantly present at medical marketing presentations ensure through knowledge, awareness regarding latest medical products on healthcare market.
- Implemented Marketing and Sales Strategies and analyzing data about the market conditions to increase the sales opportunities, product awareness to achieved sales goals.
- Planned work schedules on weekly and monthly basis with the help of sales team involved in different areas with each area's sales managers.

BUSINESS DEVELOPMENT EXECUTIVE – KAMAL PVC, PVT LTD  
SRI LANKA  
FEB 2016 – MAR 2017

- Building relationship with impact customers and acting alongside and in the absence of client's managers.
- Producing professional sales and programmed documents / presentations using MS Office and Power Point.
- Preparing production reports and collection plans for Board of Directors.
- Liaising with external customers to anticipate and respond to their needs.

**SKILLS:**
**CUSTOMER SERVICE AGENT – EXCESS BAGGAGE COMPANY  
HEATHROW, UNITED KINGDOM**

SEP 2011 – DEC 2015

- Manage Large Amounts of incoming and outgoing calls for product and service provided by the company.
- Greet and direct customers as they enter in to the store.
- Fulfilled all retail sales / inventory duties in a luxury product store.
- Always adhere to the set service standards and procedures so that the customers are handled in a friendly and efficient manner.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolve the keep records of customers interactions, process customer accounts and file documents.
- Meet Personal / Customer service team sales targets and call handling quotas.
- Process sales transactions, Accept payments, Scan goods and maintain adequate change denomination in cash drawer and request additional change.
- Calculate and return change when required by the payment method.
- Responsible for the booking/logging of all petty cash replenishments daily in JDE.
- Ensuring that cash collections are deposit to the bank daily 100%.

**DOCUMENT QUALITY CONTROLER - RR DONNELLEY SRI LANKA**

AUGUST 2006 – JUNE 2011

- Enhanced employee performance through daily mentoring, one-to-one discussions and motivational strategies.
- Received outstanding positive comments from clients, team members on employee reviews, as well as exceptional feedback from senior management.
- Dealing with customers and solving quality issues.

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**\*\*REFERENCES AVAILABLE UPON REQUEST**