

# Saneli Perera



**Mobile** : 055 496 9481  
**Email** : [sanelivp@outlook.com](mailto:sanelivp@outlook.com)  
**Address** : Al Khail Gate, Phase 2, 2-2  
**Languages** : English, Sinhalese  
**Visa** : Visit Visa

## CAREER SUMMARY

I am a self-Motivated and highly energetic young Individual, passionate to contribute to the customer service & sales industry. I have achieved knowledge in Business Studies, Economics and travel & tourism. I am ambitious to pursue a career where I can use the skills of Effective communication, multitasking & can-do attitude which would make me an invaluable asset to the organization.

## PROFESSIONAL EXPERIENCE

### Ishee Fashion, Kotikawatta, Sri Lanka.

**January 2020 – November 2020**

This is a retail supplier of trending mens and womens outfits for Sri Lanka since 2014.

#### Customer Service Representative

Handled customer inquiries, suggesting solutions, resolving customer complaints & sales process in a professional, timely manner.

- Greeting, directing and providing accurate information(product features, pricing, after sales) to customers regularly to ensure efficient service.
- Conducting price & feature comparisons for smooth purchasing experience for customers.
- Ensuring merchandise is stocked correctly for better customer experience.
- Managing returns of merchandise and informing customers about discounts & special offers.
- Handling online store and providing excellent customer service throughout the quarantine period in Sri Lanka.

### Upali Auto Electricals LLC, Colombo 09, Sri Lanka.

**August 2019 –December 2019**

This is a supplier of premium vehicles, transport solutions, spare parts & maintenance provider since 1975.

#### Receptionist

Managed the front desk on a daily basis performing administrative tasks and responding to customers.

- Receiving visitors at the front desk by greeting, welcoming and directing them appropriately.
- Responding to phone calls, emails and company social media to ensure efficient customer service.
- Ensuring the reception area is neat and presentable to visitors for a good impression.
- Performing clerical duties such as filling, photocopying, transcribing for smooth daily operation.

## **EDUCATION & QUALIFICATIONS**

### **❖ The Winchester School, Jebel Ali, Dubai 2015 - 2019**

- Environmental Club - President
- Music Club, Drama Club - Member
- Economics Society - Member
- Badminton Club - Member
- STEAM Education - Member

### **❖ Emirates English Speaking School, Dubai 2008 - 2015**

Reference available on request.