

# SEWWANDI HETTIARACHCHI

[sewwandihettiarachchi8@gmail.com](mailto:sewwandihettiarachchi8@gmail.com) | +971582627303 | [www.linkedin.com/in/dsewwandi](http://www.linkedin.com/in/dsewwandi)



Al Khail Gate, 1-8, 208, Dubai, United Arab Emirates.

## PROFFESIONAL PROFILE

Accomplished professional with extensive experience in customer service, human resource management, cash handling, and facility management across diverse environments and industries. Proven ability to deliver exceptional experiences for both customers and employees through effective communication, friendly interactions, and strong problem-solving skills. Dedicated to fostering mutually beneficial outcomes that drive customer satisfaction and organizational success.

## SKILLS & ABILITIES

- Effective Communication
- Interpersonal skills
- Computer Skills
- Customer Service Excellence
- Accuracy & Attention to Detail
- Sales & Communication
- Time Management
- Relationship Management

## LANGUAGE SKILLS

English- Fluent | Sinhala- Native | Hindi- Speaking | French- Basic

## WORK EXPERINCE

### CUSTOMER SERVICE- CASHIER | MAJID AL FUTTAIM | QATAR

June 2023- Dec-2024

Provided exceptional service as a customer service representative and cashier at Carrefour Hypermarket, the leading hypermarket chain in the Middle East. Delivered fast, reliable, and customer-focused service at front counters to ensure an outstanding shopping experience. Additionally supported the Human Capital department and stock verification processes as needed. Key skills and achievements include,

- **Customer Service Excellence:** Developed advanced customer service skills, including welcoming customers, handling complaints, and maintaining a friendly demeanor. Recognized with the Best Employee of the Month award and consistently received positive customer feedback.
- **Time & Stress Management:** Demonstrated strong stress management, speed, and time management skills by efficiently serving high volumes of customers within tight timeframes.
- **Accuracy & Attention to Detail:** Achieved exceptional accuracy in cashiering and stock verification processes, ensuring operational efficiency.
- **Teamwork & Collaboration:** Enhanced teamwork and interpersonal skills by collaborating with a diverse, multinational workforce to meet organizational goals.
- **Sales & Communication:** Strengthened cross-selling and communication skills by actively listening to customers and offering tailored solutions.
- **Problem-Solving:** Recognized as a Best Customer-Oriented Employee for resolving customer complaints effectively and fostering positive customer relationships.

### ADMINISTRATIVE EXECUTIVE | MIHISARA RESORTS | SRI LANKA

August 2021– May 2023

Served as an Administrative Executive at Mihisara Resorts, a growing tourist hotel located in a high-density tourist area in Sri Lanka. Performed administrative, HR, and customer service functions while ensuring a seamless experience for guests. Key skills and accomplishments include:

- **Customer Service Excellence:** Provided outstanding service to local and foreign guests, maintaining consistently high customer satisfaction rates throughout employment.

- **Office Management:** Managed office supplies, stationery inventory, utility bills, and maintenance requirements to ensure smooth daily operations.
- **Guest Relations & Communication:** Directed phone calls and walk-in clients to appropriate departments, responded promptly to guest inquiries, and enhanced communication, multi-tasking, negotiation, and problem-solving skills.
- **Time Management:** Scheduled and prioritized client meetings, successfully developing advanced time management and organizational skills.
- **HR Support:** Assisted the HR department with administrative and clerical tasks, including maintaining employee records in both physical and digital formats.
- **HR Coordination:** Coordinated HR projects such as meetings, training sessions, and surveys. Acted as a liaison between HR and employees, facilitating smooth communication and timely resolution of requests

#### SENIOR PERSONAL BANKING ADVISOR | UNION BANK PLC | SRI LANKA

August 2018 – July 2021

Union Bank is a premier private bank in Sri Lanka, recognized for its solid financial standing and innovative solutions. During my tenure, I developed expertise in customer relationship management (CRM), problem-solving, negotiation, credit analysis, accuracy, time management, and stress management. Key responsibilities and accomplishments include:

- **Client Engagement:** Engaged directly with clients to understand their financial needs, goals, and preferences, providing tailored financial solutions to meet their objectives.
- **Credit Analysis:** Conducted detailed client assessments by analysing financial statements, reviewing credit histories, and evaluating income and expenses to ensure informed decision-making.
- **Relationship Management:** Built and maintained strong client relationships, regularly engaging with clients to adapt solutions to their evolving financial situations and goals.
- **Cross-Selling Opportunities:** Identified opportunities to enhance clients' financial well-being by recommending additional banking services and products aligned with their needs.
- **Transaction Processing:** Processed local and foreign currency transactions with precision and efficiency, ensuring high levels of accuracy and compliance.

#### BANK ASSOCIATE | NATIONS TRUST BANK | SRI LANKA

August 2017 – July 2018

Nations Trust Bank is Sri Lanka's fast growing commercial bank in the private sector and I was work along with branch staff members and head office sales team, we had focussed on bringing new customers to the bank network and selling credit cards, savings and current accounts and credit facilities and generate new leads through the existing customer base. Throughout the period we were able to achieve given target by the management and able to provide best customer service to the clients.

#### COMPUTER ASSISTANT | UNIVERSITY OF COLOMBO, SRI LANKA

July 2014 – January 2015

I was responsible for the prepare presentations for the lecturers on time and preparing lecture plan for the lecturers at the university. I could able to develop my skills on Microsoft office suite and emailing throughout the period and maintained trust and accuracy at a highest level among the lecturers.

## EDUCATION

- **Post Graduate Diploma in Strategic Management and Leadership- Level 7**, Pearson, United Kingdom  
June 2024 – December 2024- Awaiting Results.
- **Diploma in Human Resource Management (2022)**, Alison Inc, Ireland (Credential ID 1678-25183471)
- **Diploma in Leadership and Management (2022)**, Oxford Home study Centre, United Kingdom
- **GCE Advanced Level/High School (2012)**, Talawa National School, Sri Lanka
- **GCE Ordinary Level (2009)**, Kumara Vidyalaya, Sri Lanka

## REFERENCES

References will provide upon request

I hereby declare that all the information in this resume is correct and accurate  
Sewwandi Hettiarachchi