



Malindu Anjana

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Jumeirah, Dubai, UAE

About

Nationality
Sri Lankan

Date of Birth
06-06-1997

Gender
Male

Visa Status
Renewable Visit Visa

Education

Diploma in Aviation and Travel operations
SDH Institute
Singapore | 2019-04 – 2020-03

Diploma in International Airport Ground Operations
International Airline and Aviation College
Sri Lanka | 2017-09 – 2018-02

Foundation Diploma in Human Resource Management
National Institute of Business Management
Sri Lanka | 2018-02 – 2018-05

Diploma in Information Technology
Esoft Metro Campus
Sri Lanka | 2018-01 – 2018-07

GCE O Level & GCE A Level
St. Anthony's College, Wattala
Sri Lanka | 2013 – 2016

Languages

- English
- Sinhalese
- Tamil
- Hindi

Professional Summary

Knowledgeable and dedicated professional with 4 years of extensive experience. 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. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

Work History

Front Desk Agent | 2020-01 – 2021-03
Takashimaya Shopping Centre / Toshin Development – Singapore

- Managed and monitored customer entries while providing primary customer support to internal and external customers.
- Organized client records by entering customer information into customized computer software.
- Gained the skills to maintain positive attitude while delivering exceptional service to hundreds of people every day with positive attitude and focus on customer satisfaction.

Customer Service Provider | 2019-05 – 2020-01
Hidden Door Concepts – Singapore

- Gained loyal customers by providing product knowledge to help customers select best products.
- Illustrated excellent commitment and strong work ethic with consistent attendance.
- Achieved the skills to be consistent and fast while working long and extra hours during busy periods to meet higher sales.

Secretary | 2017-01 – 2019-03
Sudesh Enterprises & Exports (PVT) LTD – Sri Lanka

- Managed consistent updates on spreadsheets and databases to report on performance and sales data.
- Led staff to project perfection by taking on-site visits and personally supervising.
- Created valuable documents and presentations for business meetings and projects.

Interpreter | 2016-03 – 2016-09
British Council – Sri Lanka

- Facilitated communication between teachers and parents on term meetings.

Skills

- Proficiency in MS Office
- Proactive
- Active Listening
- Responsible
- Self-Motivated
- Result Oriented
- Practiced Problem Solver
- Adaptability
- Interpersonal
- Initiative