

# VARUNI ASANTHI

---



## CONTACT

---

**Address:**

Villa 25, Al Qouz 1, Dubai, UAE

**Phone:**

971 52 845 3780

**Email:**

[asha.v198408@gmail.com](mailto:asha.v198408@gmail.com)

## PERSONAL DETAILS

---

**Nationality:**

Sri Lankan

**Civil Status:**

Divorced

**Gender:**

Female

**Date of Birth:**

November 8, 1984

**Visa Status:**

Employment Visa

## LANGUAGES

---

- Sinhalese
- English
- Hindi

## OBJECTIVE

---

Secure a position that will enable me to use my strong communication & organizational skills, customer service background and my ability to work well with people.

## WORK EXPERIENCE

---

04/2018 - present

**Customer Service Coordinator**

Organic Foods and Café, Sheikh Zayed Rd, Dubai, UAE

Responsibilities:

- Handling Loyalty Program / Client Retention Program Inquiries, Adding and deducting of loyalty points. Creating offers and discounts in the ERP system.
- Updating and Managing Ecommerce Platform for Home Delivery Service.
- Coordinates with Delivery Team to ensure proper handling of orders.
- Maintaining the CRM and CMS programs.
- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Keeping records of customer interactions, transactions, comments and complaints.
- Providing feedback on the efficiency of the customer service process.

02/2014 – 03/2018

**Cashier cum Receptionist**

House of Curry Restaurant, JBR, Dubai, UAE

Responsibilities:

- Welcomes guests by greeting them, in person or on the telephone; answering or referring inquiries.
- Archiving paper files (and coordinating off site filing resources)
- Processing and coordinating outgoing post
- Handling cash, maintaining the Daily cash report and reporting to the Management daily basis
- Receiving delivery orders, & arranging distribution to guest.

05/2012 – 01/2014

**Customer Service Representative**

Lakes Mart JLT, JLT, Dubai, UAE

Responsibilities:

- Effectively & professionally answering the telephone and dealing with enquiries.
- Logging information on calls received and maintaining detailed records.
- Receiving delivery orders, & arranging distribution for customers.
- Handling cash, maintaining the Daily cash report and reporting to the Management daily basis
- Ensure customer satisfaction and provide professional customer support.

## **AREAS OF EXPERTISE**

---

- Office Software
- Administration
- Reception Skills
- Filing Systems
- Hospitality
- Up Selling Techniques
- Customer Service

## **EDUCATION**

---

- GCE Advanced Level-2003 August- Passed
- GCE Ordinary Level-2000 December- Passed

## **PROFESSIONAL QUALIFICATION**

---

- Successfully Completed Diploma in Fundamentals of Information Technology.

## **KEY SKILLS & COMPETENCIES**

---

- Flexible and able to adapt easily to new situations and developing workloads.
- Ability to evaluate tasks and suggest improvements.
- Professional & approachable telephone manner, can deal with customers at all levels.
- Excellent attention to detail and high accuracy level.
- Ability to work on own and as part of a team.

## **REFERENCES**

---

*References available on request*