

## Personal Information

**Name**

Sanduni Malsha Perera

**Phone Number**

+971-58-9140698

**Email Address**

sandunimalsha1122@gmail.com

**Place of residence**

United Arab Emirates

**Visa Status**

Visit Visa

**Date Of Birth**

01.10.1995

**Nationality**

Sri Lankan

**Position Sought**

Customer Service/Receptionist/Admin

**Availability**

Immediate Join

## Personal Summary

I am a friendly team player who works hard and is presentable at all times. Always focused on making sure that every customer new/existing is served to the highest possible standards by having an outgoing, polite and professional attitude towards all. My priorities are giving a warm reception to all the people that walk in and give them a good quality service. I naturally enjoy talking to people and I am good at adapting to new environments. Due to experience creating a relaxed and enjoyable atmosphere has become second nature. I am now ready for new challenges, and seeking a suitable position with your organisation due to its good reputation.

## Work Experience

**Company**

Emrill Services LLC Dubai, UAE  
(Emaar Customer Care Reception)

**Duration**

01<sup>st</sup> Dec 2018 to 5<sup>th</sup> Feb 2021

**Position**

Receptionist

- Serves visitors by greeting, welcoming and directing them appropriately.
- Open, sort and distribute incoming correspondence including emails.
- Prepare invoices, reports, memos, letters, financial statements and other documents using word processing and spreadsheet software.
- Plan meetings and schedule appointments.
- Follow communication procedures, guidelines and policies.
- Advise on company information.
- Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Take payment information and other pertinent information such as addresses and phone numbers.

## Personal Skills

- Attentive to detail and an excellent listener
- Good memory of names, places and people
- Excellent time management
- Moral work ethic-time conscious and reliable
- Excellent communication skills-both written and spoken
- Innovative mind set for increase in customer satisfaction

## Key Skills And Competencies

- Excellent command of the English language.
- Competent user of Microsoft Office
- Able and willing to work varying shifts including weekends and holidays.
- Building a rapport and relationship with customers, suppliers and colleagues
- Ensuring that visitors enjoy relationship with organisation
- Extensive knowledge of organisation's goals, activity, mission and vision.

## Academic Qualifications

G.C.E Advanced Level

## IT Certificates

- Certificate Of MS-Excel
- Certificate Of MS-Word
- Introduction To Computers & MS-Dos

References : Available on request