

## **RUCHIRA ABEYSURIYA**

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**Visa category: Visit Visa**



## **Personal Statement**

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I am a positive, self-motivated individual with 20+ years of working experience, excellent communication skills and a wealth of technical expertise. Seeking work ideally in a customer focused, technically challenging position for a dynamic organization in order to help customers and team members find innovative solutions to challenges by drawing on a multitude of skills.

## **Experience**

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### ***Branch Manager***

***Thomas Exchange Global Ltd | London, (United Kingdom) – 2016 to August 2019***

- Opening and Closing of the branch, ensuring all security procedures are adhered to at all times
- Responsibility to ensure all transaction( retail, corporate, commercial, wholesale and international money transfers) meet all company and compliance regulations
- Always pro-actively strive to improve branch performance-profitability, service (Internal/External) standards, compliance regulations (law/guidelines/practices), dress code (uniforms and ID's) and conduct of staff-record keeping/filing, cleanliness etc.
- Ensure all staff are punctual
- Ensuring that customer services is of the highest standard at all times
- Training new and existing members of staff
- Maintaining and developing relationships with existing customers to maximize sales , by seeking potential new customers either by liaising with current customers or visiting other prospective businesses to promote products and services

- Ensure all currency stocks are kept at the required level
- Managing the staff appropriately in all aspects

## ***Store Colleague***

***DSG Retail Limited (PC World) - London, (United Kingdom) - November 2013 to March 2016***

- Working as a store colleague to achieve company goals and objectives
- Stock management
- Cash and tills handling/closing

## ***Customer Team Assistant***

***Co-operative foods – London, (United Kingdom)-September 2007 to May 2011***

- Planed and designed strategies to provide better customer experience.
- Implementing new promotions and arrange the store accordingly.

## ***Store Manager***

***Disni Fashions \ Ja-Ela, Sri Lanka – December 2019 – January 2022***

- Managed inventory and maintained stock durability.
- Supervise store employees and execution of respective functions (daily)
- Maintained sales records Vs cash inflows (Daily)
- Responsible for overall smooth function of the store

## ***Group Assistant Manager – Information and Communication Technology (ICT)***

***Brandix Casualwear Limited, Colombo | Sri Lanka January 2002 – August 2007***

- Managing, maintaining and continuously enhancing the Information systems and Information Technology infrastructure of 7 branches in 7 geographical areas.
- Establishing policies and practices for smooth & effective information systems.
- Educating team members about the various applications, reviewing performances

and usage of Information systems amongst the users.

- Installing, configuring, monitoring and troubleshooting of Microsoft Windows Server Operating Systems, Active Directory, Exchange server 2003 in multi-site environment, Windows OS's
- Documentation and re-evaluation of existing processes with a view to improving efficiency.
- Work collectively and support disaster recovery planning and execution

## ***MIS Executive and System Administrator***

***Brandix Casualwear Limited, Colombo, Sri Lanka | July 1999 – January 2002***

- Administrating Windows workstation and network services
- Provide helpdesk support to internal customers according to the standards.
- Assess future LAN/WAN requirements and technological capabilities
- Interact with vendors for sourcing and implementation of new products/devices

## ***Analyst Programmer***

***SYMM Computer Solutions (Pvt) Limited, Colombo, Sri Lanka | December 1998 - June 1999***

- Involved in developing of the Airline Ticketing System. Gained experience of gathering user requirements, application designing, coding, testing and implementation. This project was done by using visual basic.

## ***Skills***

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### ***Technical Skills***

- Microsoft Windows Server 2003/2008
- Microsoft Exchange Server 2003/2007
- Microsoft Office 2007/2010/2013 and 365
- Microsoft SQL Server 2005
- Visual Basic
- Windows administration - Windows 7/8
- Windows Server and client Software and Hardware trouble shooting.
- Virtualisations: Virtual Box, VMWare

## ***Educational and Professional Qualifications***

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- *BTEC Advanced Professional Diploma* – Edexcel, London.
- *Postgraduate Diploma in Management Studies* - St Patrick's College, London, UK.
- *Professional Graduate Diploma* – The Chartered Institute for IT (BCS), London.
- *Diploma in IT* – The Chartered Institute for IT (BCS), London.
- *Diploma in Computer System Designs* – National Institute of Business Management, Sri Lanka.
- *Microsoft Approved Course: Updating Support Skills from Microsoft Windows Server 2003.*
- *Microsoft Approved Course: Implementing a Database Design on Microsoft SQL Server 7.0*
- *G.C.E (Advance Level) Examination*
- *G.C.E (Ordinary Level) Examination*

## ***Memberships***

- Member of British Computer Society. (MBCS)
- Member of Australian Computer Society. (MACS)

## ***Personal Interests***

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Traveling | Cycling | Movies | Spending time with my family

***References:*** *Upon request*