**SUDATHTHA**

Email: [sudaththa.380982@2freemail.com](mailto:sudaththa.380982@2freemail.com)

Visa Status: Employment (Transferable)



# SUMMARY

A highly organized individual who can provide a professional and efficient first point of contact for customer, having a solid grounding in all sales processes as well as procedures and can be relied upon to optimise sales opportunities and provide the best service to clients seeking an opportunity to join an organization that recognize and rewards hard work, loyalty and achievements.

# AREAS OF EXPERTISE

* Customer Service Management 🞄Office Administration
* Complaint handling and resolution 🞄Data management
* Enquiry handling 🞄Word Processing
* Multi-tasking 🞄Reception support
* Telephone handling 🞄Filing / archiving

# WORK EXPERIENCE

**Receptionist/ Office Admin / Sales Support July 2015 to Present**

**MBT Zinc & Copper Building Metal Products Trading LLC Dubai, U.A.E.**

Front Desk

• Provide Front desk reception duties for the office which includes handling of all phone calls and manage internal & external customers timely and professionally.

• Receive and greet all visitors in a professional and warm manner

• Collect and distribute all incoming mail and courier items

• Develop and maintain a tracking system on all incoming & outgoing mails and courier items for the office

Office Administration

• Assist in General Office administration.

• Provide full admin support to the team and department

• Perform data-entry, documentation, printing and filling duties

• Maintain a proper and user friendly filling and document control system for recording and tracking of all documents

* Assist with travel arrangements for office staff and managers
* Assist in the coordination of ad-hoc company functions/events.

• Managing petty cash transactions.

• Organises and prepares all outgoing mail and packages.

• Ensures the facilities are kept clean and the proper functioning of the telephone, photocopy machine, etc.

• Processes check requests for office supplies and furniture, office equipment, etc.

• Create and maintain useful databases for the department.

Sales Support

* Attending customer inquiries and liaise with suppliers to get quotations
* Preparing quotations for customers
* Raising purchase orders to suppliers on behalf of customers
* Reviewing POs, placing orders and keeping a track on delivery dates etc.
* Coordinate with suppliers on customer orders, payments, shipping documents and deliveries etc.
* Raising invoices
* Attending customer inquiries in regards to samples, catalogues and other product related documents.
* Maintain / update sales and customer records.

**Sales Consultant (Teller/Customer Service) Apr 2013 to Sep 2014**

**Arablink Money Transfer PSC Dubai, U.A.E.**

* Count money in cash drawers at the beginning of shifts to ensure that the amounts are correct and that there is adequate change.
* Greet customers entering establishments.
* Verify signatures and accuracy of deposit slips when receiving or giving cash to the customers.
* Enter the customers’ transaction details into computer database in order to record transactions and issue computer-generated receipts.
* Receive payments by cash, cheques & Issue receipts, refunds, credits or change due to customers.
* Calculate total payments received during a time period and reconcile with total transactions.
* Balancing the cash at the end of the day and preparing the necessary reports.
* Buying and selling foreign currencies
* Balance currency, coins and cheques in cash drawers at ends of shifts.
* Sort, count and wrap currency and coins.
* Answer customers’ questions provide information on procedures and policies and resolve complaints.
* Provide a highest standard of Customer Service all the times and ensure that all policies and procedures are adhered to all the times.
* Responsible for the efficient and timely processing of customer transactions including cash, draft and electronic transfer transactions.
* Support the company mission, vision values and goals in the performance of daily activities.

**Customer Relations Executive Aug 2010 to Mar 2013**

**Al Ahalia Money Exchange Bureau Al Ain, U.A.E.**

* Greet Customers & establish an excellent service environment by displaying a gracious and well-mannered atmosphere.
* Serve customers by preparing transactions while understanding customers’ need with accuracy. Seeking out and maintaining the basic knowledge of bank products and services
* SWIFT Transfers, Telex Transfers, Online Transfers, Fax Transfers and much more to effect payments to any corner in the world in most of the currencies.
* NRFC/LKR accounts opening to all major banks in Sri Lanka.
* Accept remittances to s and other major countries in Asia, Europe and the GCC.
* Customer complaint handling and Service Recovery
* Get Customer Survey forms for product development.
* Review and examine compliance with Anti- Money Laundering Law.
* Issue demand drafts to the other parts of the world.
* Ensuring Customer Satisfaction & Time management.

**Admin cum Accountant Assistant Nov 2008 – Jul 2010**

**Finance System Management at Laymen’s Den PLC Sri Lanka.**

* Provide secretarial services such as minute taking, WP and diary management.
* Ensuring office procedures and systems operate efficiently.
* Circulate documents via post and email.
* Scanning and copying contracts, notes and other documents.
* Maintain hard copy and electronic filing system
* Perform general clerical duties such as photocopying, faxing & mailing
* Checking stationary levels and ordering new supplies.
* Opening, dating, copying and circulating incoming post.
* Raising purchase orders and chasing outstanding accounts.
* Update day to day Accounts details.

# PROFESSIONAL QUALIFICATIONS

* ICASL – Foundation (Jan 2006}
* ICASL – Intermediate (Jul 2006)
* Diploma in Computer Applications (2007)
* IATA Sri Lanka - Diploma in Airline Reservation & Marketing (Aug 2009)

# ACADEMIC QUALIFICATIONS

General Certificate Examination for Advanced Level – 2005

Business Studies (B)

Accounting (B)

Economics (B)

General Certificate Examination for Ordinary Level – 2002

Distinction 04 (A)

Very Good Passes 02 (B)

Credit Pass 01 (C)

# KEY SKILLS

* Critical problem solving skills
* Effective Organizational skills
* Excellent Communication skills and able to work as part of a team.
* Well Planned, Organized & ability to work under minimum supervision.
* Ability to prioritize tasks.
* Comprehensive knowledge of Microsoft Word, Outlook, Excel and Internet & Email.
* Positive attitude
* Attention to detail
* Analytical thinking
* Ability to work under pressure
* Initiator
* Developed keyboard skills and abilities. (40+ wpm)

# PERSONAL DETAILS

Date of Birth: 06th Dec 1986

Marital Status: Single

Gender: Female

Nationality: Sri Lankan

UAE Driving License: Yes

Language Fluency: English, Hindi, Sinhala

Visa Status: Employment (Transferable)

Expected Salary: 7500 AED

Availability: Immediately