

RANGA DANUSHKA FERNANDO

CUSTOMER CARE SPECIALIST



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PROFESSIONAL PROFILE

A highly experienced Retail Sales Representative with over 13 years of hands-on expertise in customer service and sales across Dubai and Sri Lanka. Proven ability to drive sales, build strong customer relationships, and provide exceptional service in fast-paced environments. Adept at handling customer inquiries, resolving issues, and maintaining customer satisfaction. With 4 years of experience as a Customer Service Executive, skilled in communication, problem-solving, and creating positive customer experiences. Possesses in-depth knowledge of retail operations, sales strategies, and team collaboration, contributing to business growth and customer loyalty.

EXPERIENCE

- **Retail Sales Representative**
IKEA DFC | **Dubai, UAE**
Nov 2012 - Present
 - Greet and assist customers in a friendly, professional, and courteous manner.
 - Identify customer needs and provide tailored product recommendations.
 - Actively engage with customers to promote and upsell products and services.
 - Meet and exceed individual and team sales targets.
 - Maintain a clean, organized, and attractive sales floor.
 - Ensure proper handling of products and merchandise.
 - Work closely with colleagues to achieve store goals and objectives.
 - Participate in team meetings and contribute to a collaborative work environment.
 - Build and maintain strong relationships with customers, encouraging repeat business.
- **Customer Service Associate**
ATLANTIS the Palm | **Dubai, UAE**
Oct 2010 - Oct 2012
 - Respond promptly to customer inquiries via phone, email, or in-person.
 - Provide information about products, services, policies, and procedures.
 - Process orders, returns, and exchanges accurately using the company's system.
 - Ensure all customer orders are processed and shipped in a timely manner.
 - Build and maintain positive relationships with customers to encourage repeat business.
 - Ensure customers' needs are met and their issues are resolved to their satisfaction.
 - Investigate and resolve issues related to orders, shipments, or service discrepancies.
 - Collaborate with other departments, such as logistics or sales, to ensure efficient service delivery.
- **Customer Service Executive**
HSBC Electronic Data Processing Lanka (Pvt) Ltd | **Sri Lanka**
May 2006 - Sept 2010
 - Respond to customer queries via phone, email, and other communication channels.
 - Provide accurate information about HSBC's products, services, and policies.
 - Assist customers with account-related questions, transactions, and requests in a timely manner.
 - Investigate and resolve customer issues or concerns, ensuring customer satisfaction.
 - Liaise with other departments to address complex queries or issues.
 - Follow up with customers to ensure that all issues are resolved and ensure a seamless customer experience.
 - Assist customers with managing their accounts, including balance inquiries, fund transfers, and account updates.
 - Ensure the accuracy and confidentiality of customer information.

EXPERIENCE

Will be provided upon request

CORE COMPETENCIES

- Customer Service Excellence
- Sales Strategy and Techniques
- Product Knowledge
- Conflict Resolution
- Team Collaboration
- Communication Skills (Verbal and Written)
- Active Listening
- Problem-Solving
- Time Management
- Customer Relationship Management (CRM)
- Upselling and Cross-Selling
- Customer Feedback Collection

EDUCATION

- **G.C.E Advanced Level Examination**
St.Peters College Colombo 04
2023 - Successfully Completed
- **G.C.E Advanced Level Examination**
St.Peters College Colombo 04
2000 - Successfully Completed

ACHIEVEMENTS

- Certificate of Recognition - **Outstanding contribution & dedication over the last 10 years of service.**
- Co-worker of the month - **Leading by example and great contribution in the business.**
- Member of the Atlantis the Palm Sports Committee as a Sports Coordinator from February 2011 to September 2012.
- Member of the GSCC Cricket Team Champions in Mercantile G-Division Cricket Tournament 2009 In Sri Lanka
- Successfully Completed a six days of Education for Life in Institute of Integral Education Wewala, Piliyandala Sri Lanka in 2002.