

# M.G.Isuri Nidashika

Sri Lankan

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## PERSONAL SUMMARY

To achieve company and personal goals, while being active team member. Job satisfaction, personal and professional growth is very important to me. I am a fast learner, willing and able to grasp new technology. Strong work ethics and work hard to achieve employer objectives.

I have been working as a sales & also cashier, customer service in Cargill's food city for more than 3 years and I have developed impeccable phone manners, and an ability to deal with agitated or distressed customers. I am accustomed to working on multiple projects simultaneously, and can offer new ideas to help your company grow and surpass all goals and objectives.

## PERSONAL CAPABILITIES:

- Positive attitude
- Excellent communication skill
- Hard working
- Ability to work under pressure
- Desire and attitude to learn and passion to excel
- Excellent team player as well as individual contributes
- Good customer service
- Disciplined honest and straight forward
- Have ability to work hard

## WORK EXPERIENCE

- ✓ I have 3 years work experience as a customer service in Dubai Festival City Mall in United Arabic Emirates.
  - ❖ I have worked experience as a retail service under Alfuttaim retail Marina Mall, Dubai Mall, Dubai Festival City and currently working in IKEA DFC.(Same Roll)
- ✓ I have 2 years' experience as a Customer Assistance in Cargill's food city.
- ✓ I have 1 year work experience as a web designer in Innodata Lanka (Pvt) Ltd. in Galle.(HTML & CSS)

- ✓ I have 2 years work experience as a Computer Assistance in SILVIA WELFAIR SOCIETY in Sri Lankan.(Sponsor by Switzerland)
  - ❖ As a Data Controller
  - ❖ Monthly Supervise Supervision (District By District )
  - ❖ Computer Assistance (Hard Ware & Soft Ware)
  - ❖ Handled all kind of document
- ✓ I have 2 years work experience as a Receptionist in Galle Computers in Sri Lankan.
- ✓ I have 2 years' work experience as a cashier in Cargill's Food City in Colombo, Sri Lankan.
- ✓ I have 1 year worked experience in as a customer service at Galle Computers.

## PROFESSIONAL QUALIFICATIONS

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- ✓ I have followed two years training programmer for Certificate of Computer training at Department of Education, Galle.(Government of Sri Lankan)
- ✓ Information Communication Technology Diploma (NVQ level 5) with (Software Programming) full time Diploma at College of Technology Galle in Sri Lankan.
- ✓ Completed Computer Networking & Hardware Course (NVQ level 4) course at College of Technology Galle.
  - Network Caballing
  - Developing Network System
  - Internet Configurations
  - Computer Assembling
  - Software Installation
  - Troubleshooting & repairing computer system
- ✓ I have successfully followed information Communication Technology Diploma at Jayasena academy.  
(Computer Science and Vocational Training Zone), Boossa.
  - MS – Packages (Word ,Excel, Power point)
  - Internet & email
  - Adobe Photoshop
  - Coral draw
  - Web designing
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## OTHER QUALIFICATIONS

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I have gained knowledge in the use of computers through study programs based on Information Technology and Application of computers at the Institute, while being an apt user of the Internet and E-mail, I have through knowledge in the use of MS Office package.(MS word, Excel, PowerPoint)

## KEY SKILLS AND COMPETENCIES

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Competent to efficiently contribute towards the aspired success of the business by using relevant tools & strategies in order to meet business objectives, ensuring operational excellence in specified areas.

- ✓ Good at Communication.
- ✓ Adapt to team work; work with others in pursuing common goals.
- ✓ Ability to work in challenging environment, under pressure and deliver.
- ✓ Always enthusiasm to do any type of hard work to achieve the objectives.

## LANGUAGE PROFICIENCY

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- ✓ Sinhala- Fluency in written And Spoken Forms
- ✓ English- Fluency in written And Spoken Forms

## ACADEMIC QUALIFICATIONS

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- ✓ Information communication Technology in Diploma 2015
- ✓ Computer networking & Hardware level 4, in 2013
- ✓ International Teacher Training Diploma in 2016 (Academy)
- ✓ National Government Dancing Diploma in 2015 (Academy)
- ✓ Bridal dressing & beauty culture diploma in 2016
- ✓ G.C.E Ordinary Level Examination in 2008
- ✓ G.C.E Advanced Level Examination in 2012

## EXTRACURRICULAR ACTIVITIES

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### **Membership**

- Leader of the School Eastern and western dancing band.
- Head of the Environment Society.
- Member of the Youth Club.
- Head of Girl in the School sports team.

### **Leadership**

- Was a Secretary of English Literacy Association.
- Was a member of Health Club in Inodata (pvt).
- Was a leader of Cargill's food city in Colombo , Sri Lanka
- Was a team leader in customer service at Cargill's food city in Colombo , Sri Lanka

## PERSONALDETAILS

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Full Name : Muthuhetti Gamage Isuri Nidashika.  
Address : Industrial area 15, Sharjah. (Current)  
Date OF Birthday : 04<sup>th</sup> of February 1992  
Sex : Female  
Civil Status : Single  
Nationality : Sri Lanka

## Declaration

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I hereby certify that the particulars furnished above are true and accurate to the best of my knowledge.

Date : - 25/10/2020

(Isuri Nidashika)