Resume

Avindi B. Premaratne

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# SKILLS AND COMPETENCIES

* Strong customer focus and orientation exceeding customer expectations.
* Genuine desire and commitment to serve customers.
* Committed to honesty, integrity, efficiency and accuracy at all times
* Well organized and able to prioritize, multi – task and adhere to deadlines while working independently with minimal supervision.
* Strong communication, interpersonal and organizational skills.
* A fast learner able to adapt new technologies and situations.
* High energy individual, proficient in multi – tasking, critical thinking, planning, organizing and working under pressure to tight deadlines.
* Proven ability to resolve customer needs over the phone, in person and electronically.
* Advanced computer skills and hands – on proficiency in the full range of MS Office Applications software.
* Excellent fluency in English language.

# Career Progression and Experience

**Sales Representative and Computer Operator**

Dakshina Lanka Jewellers and Optical Co., Matara, Sri Lanka

* Greeted customers in courteous manner and took their orders of the eye glasses.
* Communicate and assist customers with information on the product, availability and resolving issues via phone or in person.
* Placing orders for merchandise via email.
* Operated and maintained the cash drawer in both Optical and Jewellery Section.
* Used computers to create documents and as well as input data into databases.
* Placing orders for new eye glass frames based on the customer needs.
* Maintain the overall appearance of the Optical section by placing optical frames fully stocked, neat, clean and organized.

# EDUCATION

**Computer Programmer Analyst – Durham College Oshawa, ON**

* Currently enrolled in a three-year advanced diploma program.

**G.C.E Ordinary Level Examination**

* Successfully completed the examination in December 2015.

**REFERENCES**

Available upon request.