



# Milshanie Ratnayake

No. 465/5,  
Weli Para,  
Thalawathugoda – Sri Lanka.  
0094-711992477. milshanie@gmail.com

## Attributes

Service Oriented Sales Associate with five years retail experience in Qatar and Sri Lanka.

Excellent customer care and interpersonal communication skills. With thorough understanding of administration. Ability to perform with precision and confidence under pressure. Efficient and accurate in task handling. Able to learn new tasks fast. Ability to adapt to different environments and systems. Represents the establishment with a professional demeanor at all times.

## Work Experience

### **Al-Ghurair Retail – Springfield - Qatar**

#### **Store In-charge, 2015 – to date**

##### *Springfield City Center Branch*

- Handling the administration, banking and financing of the Springfield City Centre branch
- Overlooking, problem solving and coordinating with management and parallel departments
- Overlooking all visual merchandising and in-store promotional activities of the products
- Overlooking all tasks of the branch
- Liaising and communicating directly with customers

### **Sales Associate, 2014 - 2015**

##### *Springfield City Center Branch*

- Ensure high level of customer satisfaction through excellent sales service
- Maintain in-stock and presentable condition on assigned areas
- Cashiering sales transactions as well as refund and exchange.
- Maintaining the stores appearance in a neat and tidy manner
- Merchandising, instore branding and dressing up mannequins

### **Exclusive Lines (PVT) – Sri Lanka**

#### **Beauty Advisor and Sales Executive, 3 Years**

##### *Lancôme Paris Cosmetics & Perfumes , Crescat Boulevard Branch – Sri Lanka.*

- Exclusive manager of Lancôme Paris, product line at Exclusive Lines (only authorized agent of the product in Sri Lanka)
- Promoting and managing promotional activities linked to the brand
- Overlooking all tasks related to the product line

- Liaising and communicating directly with customers

## Education

### High School Graduate

- Passed G.C.E O/L Examination (1998)
- Distinction in English
- Followed a Basic Course in Microsoft Office

## Skills

### IT and Language Proficiency

- Microsoft Office
- Basics of Graphic Designing
- Excellent Command of English Spoken/ Written

## Personal Information

### Name

- Palihawadana Arachchige Milshanie Shamila Perera Ratnayake

### Name in Use

- Milshanie Shamila Perera Ratnayake

### Current Address

- No. 465/5, Weli Para, Thalawathugoda – Sri Lanka.

### Mobile No.

- 0094-711992477

### Email

- [milshanie@gmail.com](mailto:milshanie@gmail.com)

### Sex

- Female

### Date of Birth

- 08<sup>th</sup> March 1981

### Age

- 36 Years

### Nationality

- Sri Lankan

### School Attended

- St.Paul's Girls School, Milagiriya, Sri Lanka.

### Civil Status

- Married

### Religion

- Roman Catholic

#### Non Related Referees

Mr. Ronald Tupaz  
Store Manager  
Springfield City Center, Qatar  
Mobile No. 00974-66486813  
Email: [axe\\_clarck@yahoo.com](mailto:axe_clarck@yahoo.com)

Mr. Dilhan Peiris  
Director  
3Ddym – Sri Lanka  
Mobile No. 077 3614484  
Email: [info@3ddym.net](mailto:info@3ddym.net)

*I hereby certify the forgoing information is accurate to the best of my knowledge.*

*M.S.P.Ratnayake.*

*12<sup>th</sup> January 2018*