# Ella Senanayake

*Customer Service Professional*

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| **Profile**  Enthusiastic customer‑service professional with 7 years of experience in retail and hospitality environments. Proven ability to manage inventory, resolve guest issues, and coordinate small‑scale events. Comfortable working in fast‑paced settings and adept at using standard office software. Seeking a new challenge where interpersonal strengths and operational experience can add value. Note: No formal medical or teaching certifications.  **Skills**  Core Skills  **Languages**  English — Fluent  Sinhala — Native speaker  Tamil — Basic  **Awards**  Employee of the Month | 2020-10-01  Island Breeze Café  Employee of the Month – Island Breeze Café (October 2020) for exemplary customer service and initiative in streamlining the ordering workflow.  Best Visual Display | 2018-04-01  Mira Fashion Boutique  Best Visual Display – Mira Fashion Boutique (Spring 2018) recognized by regional store manager for creative merchandising that boosted sales of the featured collection.  **Certifications**  Red Cross First‑Aid & CPR | 2018-01-01  Red Cross  **Interests**  Interests: Culinary arts, Travel blogging, Community theater (acting and set design) | **Experience**  **Customer Service Representative at Island Breeze Café**  01 Jun 2019 – 30 Apr 2022  Handled daily front‑of‑house operations for a high‑traffic café serving 300 + guests per day. Trained two new baristas on POS procedures and beverage preparation standards. Managed inventory orders, reducing waste by 12 % through improved stock rotation. Resolved customer complaints, achieving a 95 % satisfaction rating on post‑visit surveys.   * Handled daily front‑of‑house operations for a high‑traffic café serving 300 + guests per day. * Trained two new baristas on POS procedures and beverage preparation standards. * Managed inventory orders, reducing waste by 12 % through improved stock rotation. * Resolved customer complaints, achieving a 95 % satisfaction rating on post‑visit surveys.   **Retail Sales Associate at Mira Fashion Boutique**  01 Jan 2016 – 31 May 2019  Provided personalized styling advice, contributing to a 20 % increase in repeat clientele. Operated cash registers, processed returns, and performed end‑of‑day cash reconciliations. Assisted in visual merchandising and seasonal floor‑set changes. Took on a part‑time supervisory role during peak holiday periods, overseeing a team of 4 staff members.   * Provided personalized styling advice, contributing to a 20 % increase in repeat clientele. * Operated cash registers, processed returns, and performed end‑of‑day cash reconciliations. * Assisted in visual merchandising and seasonal floor‑set changes. * Took on a part‑time supervisory role during peak holiday periods, overseeing a team of 4 staff members.   **Front Desk Assistant (Seasonal) at Lanka Resorts**  01 Dec 2014 – 31 Dec 2015  Managed guest check‑ins/check‑outs, room assignments, and responded to special requests. Coordinated with housekeeping to ensure timely room turnover. Conducted basic concierge duties, including local tour bookings.   * Managed guest check‑ins/check‑outs, room assignments, and responded to special requests. * Coordinated with housekeeping to ensure timely room turnover. * Conducted basic concierge duties, including local tour bookings.   **Education & Training**  **Associate of Arts, Business Administration**  College of Business Studies, Colombo  01 Jan 2012 – 31 Dec 2014  **References**  **References**  Available upon request. |