



YASMIN DIANA

MUNIR

Customer Service Representative

OBJECTIVE

I am excellent in working with others to achieve objectives and Targets on time fulfilling the explanations.

I would like to embark on a competitive journey with new ventures in the new world to Success.

CONTACT

70986633

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Sri Lanka Nationality, Doha, Qatar

LANGUAGES

English	Native Proficiency	
Hindi	Professional Proficiency	
Arabic	Professional Proficiency	

SKILLS

Ms Office Application	_____
Client Relationship Management	_____
Customer Service	_____
Team Work	_____

REFERENCES

Mrs Priyanka Karunasinghe
Visiting Lecture | At Open University -Kurunegala
+94769204466

Mrs.Saritha Machado
Manager | Airticketing Office- Kuwait
+96550501435

EXPERIENCE

- 06/2021-04/2025**
Alshaya Group (H&M) Kuwait
Cashier
3 Years Experience
 - Processing Transaction
 - Handling Payments
 - Customer Service
 - Maintaining Checkout Area
 - Managing Returns and Exchanges
 - Cash Handling
 - Promoting Products
 - Following Procedures
 - Communication
- 04/2021-05/2022**
Trans Gulf -Kurunegala
Service Agent
1 Year Experience
 - Guest Interaction
 - Reservations
 - Information & Assistance
 - Coordination
- 11/2015-05/2018**
The Sultan Centre - Kuwait
Admin Assistant
2 Years & 5 Months
 - Communication
 - Keep Recording
 - Scheduling
 - Office Support.
- 05/2019-05/2020**
Sri-Lankan Airline -Kurunegala
Ticketing Reservation
1 Year Experience
 - Booking & Reservations
 - Ticketing
 - Customer Service
 - Record Keeping
 - Communication
- 06/2018-06/2019**
Cardiff International School-Kurunegala
Teacher
1 Year
- 09/2014-10/2015**
Royal International School- Kurunegala
Teacher
1 Year
 - Curriculum Development & Planning
 - Instruction & Delivery
 - Assessments & Evaluation
 - Classroom Management
 - Communication & collaboration

EDUCATION

- 05/2012-09/2012**
Diploma In Airline Cabin Crew Training
International Airline Ticketing Academy
Grade : Successful
- 01/2013-05/2013**
Diploma In Airline Ticketing
International Airline Academy
Grade : Successful
- 08/2013-08/2014**
Teacher Training Diploma
Voice To Voice Institute
Grade : Grade -A
- 01/2000-12/2011**
Ordinary Level
Royal International School-Kurunegala
Grade : Successful
- 01/2012-05/2014**
Advance Ordinary Level
Lexicon International School-Kurunegala
Grade : Successful

CERTIFICATES

- 01/2003-01/2003**
Royal International School
Certificate For Computer Skills
Annual computer Test.
- 01/2005-01/2005**
Royal International School
Certificate For Computer Skills
Annual computer Test.
- 05/2005-05/2005**
Royal International School
Participation For English
Australian Exam.
- 05/2006-05/2006**
Royal International School
Participation For English
Australian Exam
- 05/2006-05/2006**
Royal International School
Participation For Science
Australian Exam.
- 05/2006-05/2006**
Royal International School
Participation For Computer Skills
Australian Exam
- 05/2009-05/2009**
Royal International School
3rd Division For AISS
Australian exam for international school students.
- 05/2010-05/2010**
Royal International School
2nd Dividion Upper For AISS Exam
Australian Exam for International school students.

