



# ANGEL MADUSHIKA FERNANDO

OPERATIONS EXECUTIVE | CUSTOMER CARE REPRESENTATIVE | MARKETING EXECUTIVE |  
ADMINISTRATOR | BUSINESS DEVELOPMENT EXECUTIVE | PROJECT COORDINATOR | SALES  
COORDINATOR ASSISTANT | ADMIN ASSISTANT | SENIOR TRAVEL CONSULTANT

Mobile no: 0559 252 945

Email address: [meli25fernando@gmail.com](mailto:meli25fernando@gmail.com)

Notice Period: Immediately

Visa status: Visit visa

**"I am highly adaptable and results-driven professional with diverse experience across operations, customer care, marketing, business development, and administrative roles. Proven ability to coordinate and execute multiple tasks, drive business growth, enhance customer satisfaction, and support cross-functional teams. Seeking an opportunity to leverage my multifaceted skill set and contribute to the success of a dynamic organization."**

## SKILLS

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|------------------------------------|----------------------------------|
| ➤ Communication                    | ➤ Team Collaboration             |
| ➤ Time management                  | ➤ Sales and Marketing Strategies |
| ➤ Problem Solving                  | ➤ Administrative Support         |
| ➤ Customer Relationship Management | ➤ Attention to detail            |
| ➤ Project Management               | ➤ Adaptability                   |

## WORK EXPERIENCE

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### SENIOR TICKETING AND OPERATIONS EXECUTIVE – FITS AIR PVT LTD (SRILANKA)

- Experienced Senior Travel Consultant with expertise in ticketing, reservations, and providing detailed travel advice across multiple channels.
- Skilled in processing refunds, handling payments, and upselling ancillary services to maximize sales.
- Strong collaborator with sales, marketing, and operations teams to ensure smooth customer service and booking processes.
- Proven leader with excellent problem-solving skills, managing team performance and meeting deadlines to deliver exceptional results

### SENIOR CUSTOMER CARE REPRESENTATIVE – FLY LANKA PVT LTD (SRI LANKA)

- Handling the date change portal and checking the availability on GDS and sending quotations to customers
- Following up on customer concerns and responding to customer queries and keeping records of complaints and escalating it to the relevant departments.
- Assisting customers with booking cancellations and rescheduling air tickets and providing customers with information and clarification on the air ticket.
- Handling customer complaints and resolving issues related to packaged, activity and billing as a customer care representative on call center.

### MARKETING EXECUTIVE - BEST ONE EXPRESS PVT LTD (SRI LANKA)

- Leading and managing the marketing department staff by providing tasks, objectives, strategies and projects.
- Overseeing the distribution of all materials including printed documents, media advertising spots, website content and social media accounts.
- Incorporating marketing needs into overall company planning and strategy.

### BUSINESS DEVELOPMENT EXECUTIVE - ASSET LINE INSURANCE BROKERS PVT LTD (SRI LANKA)

- Responding to phone calls and emails from customers promptly and direct inquiries to the appropriate department to ensure client satisfaction.
- Completing administrative tasks, such as filing paper work and distributing office mail.
- Updating our database regularly to make the customer information readily available.

## **PROJECT COORDINATOR - HERITAGE IMAGE WORLD PVT LTD (SRI LANKA)**

- Coordinating with inbound and outbound customers.
- Liaising with the production and operations department.
- Coordinating the project management activities, resources, equipment and information.
- Overseeing project procurement management
- Acting as the point of contact and communicate project status to all participants.
- Preparing of invoice for sales on behalf of the company.
- Maintaining the accounts cum petty cash of the company.

## **EDUCATIONS & CERTIFICATIONS**

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- **HNDA in Business Management COMPLETED - IDM NATION CAMPUS**
- **SRI LANKA DIGITAL INSTITUTE OF MARKETING - (SLIM)**
- **POST GRADUATE MANAGEMENT IN MARKETING COMPLETED - (PGDIP)**
- **DIPLOMA IN INFORMATION TECHNOLOGY - ESOF METRO CAMPUS**
- **DIPLOMA IN MICROSOFT OFFICE - CSE ASIAN COMPUTER EDUCATION**

I hereby declare that the information provided is true and correct to the best of my knowledge. I commit to fulfilling all responsibilities entrusted to me with the utmost dedication and to the satisfaction of my superiors.

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ANGEL MADUSHIKA FERNANDO