

Chamod Hendawitharana



Professional Skills

- Leadership Skills
- Attention to Detail
- Problem Solving Skills
- Branding and Marketing
- Proficient in Microsoft Package

Education

BA (Hons) Business Management
Arden University - UK - Reading

G.C.E. Advanced Level Examination
CMS College, Kotte – 2014

Political science - A Grade
Economics - C Grade
Sinhala Literature - C Grade

Languages

English

●●●●●●●●●● 100%

Sinhala (Native)

●●●●●●●●●● 100%

Hindi (Elementary)

●●●●●●●●●● 40%

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chamod.thivanka@gmail.com

Address : Burjuman, Dubai, UAE

Summary

Dynamic and results-oriented Customer Service and administrative leader with a proven track record of delivering exceptional service to customers. Adept at managing customer inquiries, administration works, resolving issues, and ensuring customer satisfaction. Seeking to leverage strong communication and problem-solving skills in a challenging customer service role.

Experience

Customer Service Executive (Divisional Administration)

03/2020 to 07/2023

Institute of Certified Management Accountants of Sri Lanka

- Delivering exemplary customer service through warm greetings, adeptly addressing customer inquiries, and effectively resolving customer concerns with a commitment to ensuring a seamless and positive customer experience.
- Managing office equipment, supplies, and contracts to ensure smooth operations and cost-effectiveness.
- Scheduling meetings, events, and travel arrangements for guests, ensuring all details are accurate and accommodations are met.
- Supervising the customer service team with a focus on ensuring efficiency, effectiveness, and excellence in service delivery.
- Preparing, organizing, reporting and maintaining data and accurately and confidentially to support decision-making and compliance.
- Coordinating of CMA Sri Lanka education partner institutions.
- Supervising of CMA Branding process, CMA Sri Lanka student guild and of CMA student events.
- Implementing awareness campaigns to encourage students to submit their annual payments in a timely manner.
- Preparation of monthly income and student reports as requested by management.

Customer Service Officer - 03/2018 to 03/2020

Institute of Certified Management Accountants of Sri Lanka

- Delivering exemplary customer service through warm greetings, adeptly addressing customer inquiries, and effectively resolving customer concerns with a commitment to ensuring a seamless and positive customer experience.
- Coordinating of CMA Sri Lanka education and training partner institutions.
- Supervising of CMA Branding process (official Graphic Designer)
- Supervision of CMA Sri Lanka student guild and organizing and of CMA student events.
- Processing all payments accurately and efficiently process customer transactions, including cash, credit cards and other forms of payment via cash registers (POS systems)

Other Skills

Adobe Photoshop

●●●●●●●●●● 100%

Microsoft Office Suite

●●●●●●●●●● 100%

Certificates

- Speechcraft Toastmaster – Toastmasters International (CMA Toastmasters Club).
- Best Outstanding Performance in Political Science – G.C.E. Advanced Level Examination.

Soft Skills

- Teamwork
- Integrity
- Multitasking
- Adaptability
- Interpersonal
- Time Management

Personal Details

- Full Name
Chamod Thivanka Hendawitharana
- Passport No
N8545285
- Date of Birth
19th May 1995
- Nationality
Sri Lankan

Non-Related Referees

Mr. Indika Rathnayake
Manager – Marketing and Promotions,
Institute of Certified management
Accountants of Sri Lanka

In-Patient Billing Assistant - 03/2016 to 11/2017

Dr. Neville Fernando Teaching Hospital (SAITM), Sri Lanka

- Preparing of quotations for surgeries and investigations.
- Greeting customers and attending for inquiries via phone and email.
- Checking in-patient bills before process to pay
- Checking operation theater bills, investigation bills and scanning.
- Coordinating bills with the insurance companies.

Other Qualifications

- **Diploma in Graphic Designing**
Infortec International Sri Lanka
- **Certificate in Business Management**
Mohan Lal Grero Foundation – Lyceum International School
- **D.C.P. Gamlathge Memorial Challenge Price**
Best Debtor of the School – CMS College

Key Competencies

- Excellent sense of responsibility through enthusiasm and commitment to work.
- Driven by challenges, personal values and believes in teamwork.
- Excellent analytical and time management skills.
- Fully conversant with MS office suite and ERP/SAP System.
- Committed to creating a continuous improvement culture within a team and organization.
- Ability to effectively prioritize and execute tasks in a high - pressure environment.
- Quickly adapting to new environments, roles and ability to learn new languages, tools, or methodologies.

Core Skills

- Verbal Communication : Recognized ability to communicate with a range of individuals from different cultures
- Collaborative Team Member : Ability to collaborate with team members and organize in all activities
- Leadership : Ability to "lead", influence or guide other individuals, teams, and organizations
- Reliable : Commended reliability as team member and supporter

Declaration

I humbly state that the facts given above are true and accurate to best of my knowledge

Chamod Hendawitharana