

Chamod Hendawitharana



Professional Skills

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

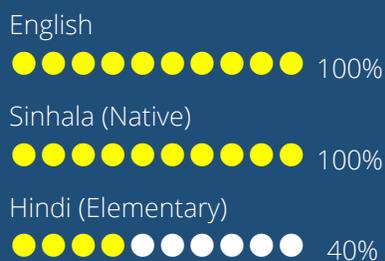
Education

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



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Address : Burjuman, Dubai, UAE

Summary

Dynamic and results-oriented Customer Service professional 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

Executive - Customer Services (Payments Section)
03/2020 to 07/2023

Institute of Certified Management Accountants, Sri Lanka

- Processed customer transactions accurately and efficiently, including cash, credit/debit cards, while adhering to cash handling procedures and security protocols.
- Greeted students and stakeholders warmly, provided friendly and courteous service, and addressed any questions or concerns they may have had regarding products or services.
- Operated point-of-sale (POS) systems and balanced cash register at the beginning and end of each shift.
- Reconciling cash, cheques, and other forms of payment against sales records to maintain accurate accounting and resolve discrepancies.
- Assisted with inventory management tasks, such as restocking shelves, rotating merchandise, and conducting periodic stock checks, to support inventory accuracy and availability.
- Followed company policies and procedures regarding returns, exchanges, and refunds, processing transactions promptly and courteously to uphold customer satisfaction and loyalty.
- Adhered to all safety and security regulations, including proper handling of hazardous materials, maintaining confidentiality of customer information, and preventing loss or theft of merchandise.

Customer Service Officer - 03/2018 to 03/2020
Institute of Certified Management Accountants, Sri Lanka

- Operating cash registers and POS systems to handle sales transactions, issue receipts, and process refunds or exchanges.
- Adhere to security procedures to prevent theft or fraud, such as verifying identification for certain transactions.
- Reconcile daily sales, prepare reports, and ensure accurate accounting of transactions.
- Providing an excellent customer service by greeting customers, answering questions, and addressing concerns related to transactions.
- Organising of CMA staff events.

Other Skills

Adobe Photoshop



Microsoft Office Suite



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