

Dedicated and detail-oriented Administration professional with over 9 years of experience in administration and client relations. Proven track record of delivering exceptional service and streamlining administrative processes to enhance overall customer satisfaction. Adept at multitasking in fast-paced environments, managing customer inquiries, data entry, document management, and implementing effective solutions. Strong multitasking skills with a keen attention to detail and a commitment to delivering high-quality administrative support. Experienced in optimizing processes to enhance overall efficiency and productivity

EDUCATION

MASTER IN PUBLIC ADMINISTRATION / Business/ University of Colombo, Sri Lanka –2020 – 2022

BACHELOR OF BUSINESS ADMINISTRATION / Business/ Aldersgate College –2017 – 2019

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE EXECUTIVE & ADMINISTRATION

Seven Seas Group – Maritime Services | Dubai, UAE | 2022-Present

Seven Seas is a global maritime services group specializing in general ship supplies, stores, spare parts, cleaning solutions, and leading technical maritime brands through its extensive network. With over four decades of trusted service since its founding in 1971, Seven Seas operates in Asia Pacific, Middle East and Africa, Europe, and the Americas, delivering exceptional customer service.

- Support the Commercial team with day-to-day administrative duties to ensure a smooth and efficient operation
- Assist the Commercial team with the preparation of orders using relevant systems as and when needed
- Accurately update relevant information and line items into the company MICROSOFT DYNAMICS AX
- Responsible for handling direct orders (RFQs/ADNHOF/ADNHTAL/ADNHGHQ/ADNHREG/ADNHMOH)
- Ensure each quotation sent to a client is followed up within the agreed time frame to build on customer service activities and convert the quotation to an order
- Ensure individual Key Performance Indicators (KPIs) and Sales targets are achieved on a weekly and monthly basis (GDNI / GP report)
- Undertake initiatives aimed at improving the efficiency and effectiveness of service delivery to meet challenges, and efficiently handled customer complaints, ensuring timely and effective resolution. (Customer complaints)
- Verified and processed returned items, ensuring accuracy and compliance with company policies.
- Created and tracked ticket numbers for each customer complaint, maintaining a detailed and organized record, and worked closely with other departments to ensure that customer issues were addressed promptly and effectively. (NCR Report)

PROFESSIONAL EXPERIENCE

ASSISTANT MANAGER ADMINISTRATION

Sunshine Holding | Colombo, Sri Lanka | 2020 – 2021

Dedicated and detail-oriented Administrative Services professional with extensive experience in managing facilities, ensuring asset security, and overseeing the overall maintenance of premises. Proven track record in effectively managing both movable and immovable assets, including machinery and property boundaries. Skilled in implementing security protocols and maintaining a safe and efficient work environment for all employees within the dairy sector.

- Ensuring the general upkeep and maintains of company premises in suitable conditions, and monitoring the weighbridge records (all incoming goods, outgoing goods).
- Monitoring all employees' attendances, leave issues, Oversee the general maintenance and management of all facilities and premises.
- Ensure the security of all assets, including machinery, equipment, and property.
- Implement and maintain security protocols to protect premises and assets, and Manage boundaries and ensure compliance with property regulations.
- Supervise the safety and well-being of all employees on-site, and conduct regular inspections and audits of facilities and assets.
- Coordinate with external vendors and service providers for maintenance and repairs.
- Develop and enforce policies and procedures for asset management and security, and maintain accurate records of all assets and their conditions.
- Provide regular reports on facility and asset management to senior leadership.

EDP CLERK (Electronic Data Processing)

T. Choithrams & Sons | Dubai, UAE | 2013 – 2018

With over three decades in the UAE, Choithram Supermarket and Department Store is renowned for its high-quality service and retail excellence across the seven Emirates. Choithrams passionately builds and protects its brands, including Rainbow, Kimball, Fruitella, Weetabix, and Seasons Harvest, through diligent and professional retail marketing.

- Managing plans for stock level and meeting supplier and negotiating terms of contract, and entering and updating information into relevant database in Sap. and Ensuring data is backed up
- Participating new promotional activities and checking sales reports analyzing contributes with spreadsheet.
- Gathering invoices, statements, report, personal details, documents and information from employees, other departments and clients, and Ensuring report, tables and listing accurately reflect data within database. Entering Import and export report into data into SAP / Citrix legacy.

RP

R. P R A S A N T H A

ADMINISTRATION & CLIENT RELATIONS

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www.linkedin.com/in/prasantha-rajasegaram

CERTIFICATIONS

- Completed Higher national diploma in business management at Aims college.
- Completed Diploma in English at the B.C.A.S Campus.
- Completed Diploma in MS Office.
- Completed intensive course in English.
- Completed retail management at Northshore college.

AWARDS

Electronic Data Processing (EDP CLERK)

September 2016 / 2017

www.Choithrams.com

LANGUAGE

- ENGLISH
- TAMIL
- HINDHI
- SINHALAM

TECHNOLOGIES

- SAP
- MICROSOFT DYNAMICS AX
- MS – OFFICE
- ERP SYSTEM
- USER FLOWS
- PROCESS FLOWS
- HTML

REFERENCE

Sonu Rakesh

Manager T. Choithrams & Sons.

www.Choithrams.com