

# RUSHDHAN AHAMED



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Dubai, UAE

## PERSONAL DETAILS

Gender : Male  
DOB : 03.06.1997  
Marital Status : Single  
Nationality : Sri-Lankan  
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## PROFILE

Dedicated professional with over seven years of experience in customer-facing roles, operations, and administrative support. Proven track record in delivering exceptional customer service, managing operations efficiently, and facilitating communication across teams. Skilled in working in dynamic environments, with a passion for enhancing customer experiences and supporting team success. Strong attention to detail, organizational abilities, and proactive approach to anticipate and address needs. Willing to work on a shift basis to meet the demands of a fast-paced industry and ensure continuous service excellence.

## EMPLOYMENT

### Senior Operations Executive

Apr 2022 - Present

One Globe Freight Logistics LLC, Dubai

- Ensured effective liaison with clients and agents, coordinating logistics to meet customer needs and enhancing overall service satisfaction.
- Implemented new organizational systems, resulting in a 25% increase in efficiency and a 30% reduction in errors.
- Collaborated with cross-functional teams to swiftly address and resolve operational challenges, resulting in a 20% reduction in workload and better customer outcomes.
- Maintained clear and effective communication with clients and agents, ensuring all service expectations were met or exceeded.
- Contributed to all departments to understand how the logistics and supply-chain works in order to understand the key operational factors that drive work and efficiency.
- Providing administrative support to team members, including scheduling meetings, arranging travel, and preparing expense reports.
- Actively engaged in customer relationship management, generating new leads and driving sales growth to enhance overall business performance.

### Operations Analyst

Jun 2020 - Mar 2022

SYNERGEN Health (Pvt) Ltd, Colombo

Collections & Denial Management

- Delivered high-quality service to Clients by promptly addressing claims and improving overall client satisfaction.
- Improved claim denial overturn rate by 25% through effective appeals management, resulting in increased revenue recovery.
- Produced detailed monthly performance reports, offering insights into key metrics and contributing to data-driven decision-making for process improvements.
- Training new recruits on both Collections and Denial Management.

### Management Executive

Feb 2019 - Dec 2019

AG International (Pvt) Ltd, Colombo

Finance Department & Consumer Cluster

- Reporting to the Associate Lead on the daily and monthly sales achievements and projections, leads and updates.
- Managed client relationships, ensuring customer satisfaction and retention through personalized service and timely support.
- Processed payment cheques efficiently, resulting in a 30% reduction in overdue payments and a 20% increase in on-time payments.

- Built and maintained relationships with potential suppliers, ensuring a steady supply chain to meet customer demands.
- Planning marketing campaigns and approaching sole agents to be an authorized seller.
- Keep Records of the Stock Level in house.

EDUCATION

<b>Bsc Hons. in Business Management</b> Northumbria University, Newcastle	2018 - 2019
<b>Higher National Diploma in Business Management</b> Business Management School (BMS), Colombo	2016 - 2018
<b>International Foundation in Business Management</b> Business Management School (BMS), Colombo	2016
<b>Ordinary Levels &amp; A/S Levels</b> Minhal International Boys School, Colombo	2015

SKILLS

Customer Service Excellence	MS Office Tools
Communication & Interpersonal Skills	Leadership skills
Time Management	Problem Solving

VOLUNTEER EXPERIENCE

<b>Consultant</b> - Makeen Book Shop  Hired as a Consultant to organize the "Makeen Book Sale," where i had to recruiting volunteers, train them effectively and to executing marketing strategies such as social media marketing using influencer's and bulk messaging to ensure its success.	2018 OCT - DEC
<b>Volunteer</b> - Big Bad Wolf  Led customer service efforts in the Kids section, ensuring a positive experience for all visitors through effective team management and hands-on support.	2016 AUG - SEP
<b>Volunteer</b> - RedBull Campus Cricket  Volunteered to assist Redbull in successfully organizing the campus cricket tournament.	2016 JUN - JUL

LANGUAGES

English	Tamil
Sinhala	