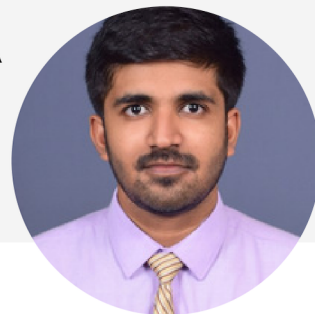


THANUSHKA BOGODA

Customer Service Executive



+971 551639844

thanushka.bogoda1@gmail.com

<https://www.linkedin.com/in/thanushka-bogoda-225769167>

Current Location : Dubai, UAE

Nationality : Sri Lankan

Visa Status - Resident Visa

PROFILE

I am a Customer Service professional with more than three years of experience in Business industry. Skilled in problem solving, and critical thinking, I am able to analyze data, identify opportunities for improvement, and implement effective solutions with excellent communication and customer handling skills

SKILLS

- Word Processing and Spreadsheet Applications
- Customer Handling Skills
- Problem-Solving Skills
- Strong Analytical Skills
- High Computer Literacy
- High level of fluency in English
- Strong Communication
- Team Player

EXPERIENCE

MANAGEMENT TRAINEE (CUSTOMER SERVICE)

Siyapatha Finance PLC | Jan 2021 - Feb 2023

2022-2023 (CS Department)

- Built and maintained rapport with customers to become a trusted advisor and partner in decisions.
- Marketed special offers and sales to customers over the phone.
- Connected and discussed all customer inquiries over the phone on a daily basis.
- Got an overall Department Training including Finance Department, Marketing Department, Recovery Department, Risk Department, MIS Department etc.

DIGITAL MARKETING ASSISTANT

L. P. G. Engineering Services (PVT) LTD | May 2020 - Oct 2020

- Update data bases, Composing and posting online content for SM.
- Build strong relationships with customers and keeping customers updated.
- Perform other administrative tasks.

MARKETING (INTERN)

Brandix Casualwear LTD | Oct 2019 - April 2020

- Work with suppliers and distributors to negotiate prices and order large volumes.
- Prepare bill of material (BOM) sheet and get ready to procure all sample items from local and abroad.
- Develop and monitor project costs and maintain costs within approved budget.

*References Available Upon Request

EDUCATION

PGD in Strategic Management and Leadership - OTHM Level 07 (2023-2024)

University of Plymouth (2016-2019)

- BSc (Hons) in International Management and Business

Royal College - Colombo 07

- Advanced Level Examination 2014 - Accounting-A General English-B Economics-B Business Studies-C

Thurstan College - Colombo 07

- Ordinary Level Examination 2011 - 8A's 1C