



THILINI DESHANI

✉ : tdeshaniyapa25@gmail.com

☎ : + 974 756379389



: www.linkedin.com/in/thilini-yapa



: +94 715710148

I am a self-motivated with a positive mindset, effective presentation skills, good communication and interpersonal skills. Also I have excellent knowledge of internet applications and excellent knowledge of MS Office packages like MS Word, MS Excel, and MS Power Point. I have the ability to work independently and as a team player in a team and have creative leadership qualities.

EDUCATION

- ✓ **Completed Diploma in Graphic Designing**
ICI – Sri Lanka
- ✓ **Completed Certificate Course in Advanced English**
Summer Brain English College – Sri Lanka
- ✓ **Graduated in 2012 -G.C.E Advance Level - Commerce**
Bandaranayke Central College – Sri Lanka
- ✓ **Graduated in 2009 -G.C.E Ordinary Level**
Bandaranayke Central College – Sri Lanka

BUSINESS SKILLS

- ✓ Business coordinating
- ✓ Administration
- ✓ Verification
- ✓ Service Maintaining
- ✓ Sales coordinating
- ✓ Service Management
- ✓ Marketing and Promotions
- ✓ Sales and Logistics
- ✓ Customer servicing
- ✓ Ability to work under pressure, meeting deadlines and to work on several assignments simultaneously.

LANGUAGE PROFICIANC

- ✓ English
- ✓ Sinhala
- ✓ Tamil

PERSONAL DETAILS

- ✓ Date of Birth - 16 / 12 / 1993
- ✓ Gender - Female
- ✓ Civil Status - Single

WORK EXPERIENS

- ✓ **2023 to 2024**
Coordinator – Hacienda Elviria Holiday Home (pvt) LTD – UAE
 - Service Maintaining and Service Management.
- ✓ **2020 to 2023**
Accounts cum Sales Administrator – Diamond Best Food (pvt) LTD - Sri Lanka
 - Reporting directly to the Accountant and National Sales Manager.
 - Call center Handling.
 - Prepare daily, weekly, and monthly Sales related reports for the higher management
 - Assigning territories and targets to company sales staff.
 - Responding to client queries regarding their accounts or sales products.
 - Respond to complaints from customers and provide after-sales support when requested.
 - Prepare business letters, memorandums, standard operation forms, reports, and other correspondence in an accurate and timely manner as directed.
 - Assist sales team with all sales department needs.
 - Coordinate & support sales department associates to ensure all sales files and necessary documents are completed.
 - Welcome prospective clients and visitors in a friendly and professional manner
 - Receive deliveries; sort and distribute incoming mail
- ✓ **2017 to 2019**
Coordinator - Extreme Vision (pvt) LTD - Sri Lanka
 - Cash handling and prepare the Sales reports
 - Call center handling.
 - Responding to client queries regarding their account or sales products.
 - Respond to complaints from customers and provide after-sales support when requested.
 - Prepare business letters, memorandums, and standard operation forms.
- ✓ **2015 to 2017**
Executive - Srikantha Motors (pvt) LTD - Sri Lanka
- ✓ **2013 to 2014**
Executive - Aegis Service Lanka - Sri Lanka