

EDUCATION	
<b>BA(Hons) in Management and Leadership</b> <ul style="list-style-type: none"><li>National Institute of Business Management - affiliated with Coventry University, London, UK</li></ul>	<b>2022-2025 READING</b>
<b>Higher National Diploma in Business Management</b> <ul style="list-style-type: none"><li>National Institute of Business Management in</li></ul>	<b>2023 Jan – Nov 2024</b> <b>GPA – 3.7</b>
<b>Advanced National Diploma in Business Management</b> <ul style="list-style-type: none"><li>Successfully completed in 2023 with a Merit National Institute of Business Management</li></ul>	<b>2022 Jan – Nov 2023</b> <b>GPA – 3.53</b>
<b>Aquinas college Diploma in English and Literature in 2024</b>	<b>2022 Jun – Jul 2024</b>
<b>AAT - Level 1</b> <ul style="list-style-type: none"><li>Fully completed AAT Level - 1 in JMC College</li></ul>	<b>2018 Jun – Sep 2024</b> <b>PASS</b>
<b>Certificate Course of IT</b> <ul style="list-style-type: none"><li>Fully completed IT course at Nagananda University</li></ul>	<b>2024 Feb – Jul 2024</b> <b>PASS</b>
<b>G.C.E. Ordinary Level</b> <ul style="list-style-type: none"><li>Successfully Completed</li></ul> Sri / Dharmaloka college Kelaniya	<b>2018 Jan – Sep 2019</b>
<b>G.C.E. Advanced Level</b> <ul style="list-style-type: none"><li>Successfully Completed in 2021(2022)</li></ul> Sri / Dharmaloka college Sri Lanka (Commerce Stream) 2B Pass   1C	<b>2024 Feb – Jul 2024</b> <b>PASS</b>

SKILLS SUMMARY	
<ul style="list-style-type: none"><li><b>Languages:</b> Sinhala, English</li><li><b>Tools:</b> Excel, PowerPoint, word,</li><li><b>Soft Skills:</b> Customer Relationship Management, B2B Communication, Coordination &amp; Follow-up, Problem Solving, Time Management, Team Collaboration</li></ul>	

WORK EXPERIENCE	
<b>Business Support Intern – Mansci professional service DMCC</b> <ul style="list-style-type: none"><li>Added and updated key company accounts in LinkedIn and the Taika Management System to support business outreach and account management.</li><li>Researched and compiled pricing information for specified goods on e-commerce platforms according to company requirements.</li><li>Conducted data mining and data preparation for business intelligence and data selling purposes.</li><li>Managed customer email communications, ensuring timely and professional responses to maintain client satisfaction and support internal processes.</li></ul>	<b>February 25- June 25</b>
<b>Administrative Assistant - Leisure world consulting DMCC</b> <ul style="list-style-type: none"><li>Managing Office Tasks</li><li>Document Preparation.</li><li>Support to Management &amp; Staff</li><li>Basic Accounting or Finance Support</li><li>Handling Correspondence</li></ul>	<b>Nov 24- April 25</b>
<b>Business Development Assistant - EGT (PVT) LTD Sri Lanka</b> <ul style="list-style-type: none"><li>Negotiate and establish competitive shipment rates with customers</li><li>Assist in preparing and receiving shipping and customs documents.</li><li>Tracking the vessel and providing information about the vessel for the customer</li><li>Coordinated B2B shipments by managing client communication and ensuring smooth delivery.</li><li>Arranged client meetings to strengthen relationships and grow the customer base.</li></ul>	<b>July 24- October 24</b>

PROJECTS	
<b>Factors Affecting Service Adoption</b> <ul style="list-style-type: none"><li>Investigated key behavioral, technological, and environmental factors influencing customer adoption of self-service technologies in retail settings.</li><li>Collected and analyzed primary data through structured surveys and interviews targeting retail consumers and employees.</li></ul>	<b>July 22- October 22</b>

- Applied statistical methods to identify significant trends, achieving actionable insights to enhance customer experience and technology uptake.
  - Delivered evidence-based recommendations to improve self-service implementation strategies for retail businesses.
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#### **EXTRA CURRICULAR ACTIVITIES**

##### **Member of Marketing Club of NIBM**

**March 2023**

- Participated in planning and executing marketing-related events, workshops, and promotional campaigns.
- Assisted in developing content and strategies for social media and on-campus promotions.
- Engaged in market research and surveys to support student-led marketing projects.
- Collaborated with fellow members to organize guest speaker sessions and industry networking events.

##### **Member of HR Club of NIBM**

**March 2023**

- Contributed to organizing HR-related workshops, panel discussions, and career development sessions.
- Participated in mock interview programs, resume clinics, and personality development initiatives
- Assisted in planning events focused on leadership, workplace ethics, and employee engagement.