



# Ravindu Kaushika

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## Objective

A highly organized Logistics Associate with experience in managing supply chain operations and e-commerce order fulfillment. Skilled in inventory management, shipping coordination, and customer service across platforms like Amazon, Noon, and direct websites. Proven ability to streamline processes and enhance operational efficiency while ensuring timely deliveries and customer satisfaction.

## Education

- G.C.E. Ordinary Level Examination-2017
- G.C.E. Advanced Level Examination -2020 (commerce Stream)

## Skills

- Logistics & Inventory Management
- Order Processing
- E-commerce Coordination
- Customer Service
- Documentation
- Technical Proficiency

## Languages

- English
- Hindi
- Sinhala (Native)

## Experience

### Ecommerce Executive

Blush & Bloom (E-commerce Company) | UAE | Dec 2022 - Oct 2024

- E-commerce Orders Management (Amazon, Noon, First Cry, Mumzworld, Direct Website)
- Keep track of stock levels to ensure product availability, and update listings accordingly on each platform.
- Use WATI (WhatsApp Automation Tool for Interaction) to respond to customer queries quickly, whether it's order status, product details, or other inquiries.
- Prepare tax invoices for each order based on the platform's requirements and share them with the vendors for record-keeping.
- Upon receiving payments, promptly share the payment receipts with the respective vendors, ensuring accurate documentation.
- Verify orders placed through the website, ensuring customer details, product selection, and payment details are correct.

### Sales Executive

Alliance Insurance | UAE | Sep 2022 - Nov 2022

- Maintain an updated database of leads and prospects in the CRM for effective tracking and follow-up.
- Prepare and deliver effective sales presentations to prospective clients, highlighting key product benefits.
- Handle sales contracts, ensuring all terms align with company policies and legal requirements.
- Document sales activities, leads, opportunities, and result in the CRM and share reports with the management team.

### Relationship Banking Officer

Finiscope Broker L.L.C | UAE | Mar 2022 - Aug 2022

- Build strong relationships with clients by regularly interacting with them and understanding their banking needs.
- Handle client accounts, providing assistance with inquiries, addressing complaints, and ensuring clients are satisfied with the bank's services.
- Provide guidance on investment opportunities, credit options, and savings plans tailored to clients' needs and financial objectives.

### Logistic Associate

Hellmann MAS Supply Chain (Pvt) Ltd. | Sri Lanka | Dec 2019 - Feb 2022

- Monitor for non-conformances such as delayed shipments, damaged goods, incorrect orders, or shortages.
- Record details of the non-conformance, including root causes, to create an actionable report.
- Verify that all items for a specific shipment are available and properly sorted before loading.
- Load items in reverse order of delivery to minimize unloading time, or according to customer priority.
- Ensure that all goods are loaded securely to prevent damage during transit. Follow all relevant safety and handling guidelines.
- Communicate with receiving teams or customers about the expected arrival time to prepare unloading resources.
- Record VAS activities in the system to track additional services provided for billing and operational records.