

THARIDU WIJERATHNA

SENIOR ASSOCIATE



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PROFILE

Highly efficient, results driven and capable Senior Associate with a proven ability to effectively develop manage and control relationships between the company and its target audience. Enjoying challenging briefs & able to work to an excellent standard under pressure whilst presenting a positive image to clients & colleagues.

INFO

Name	Tharidu Lakmal Wijerathna
D O B	27 th September 1990
Nationality	Sri Lankan
Marital Status	Married
Passport No	N 8889666
Visa Status	Employment Visa
Languages	Sinhala English Hindi
License	Light Vehicle (2015)

REFERENCES

References available Upon Request.

EXPERIENCE

Jul 2013 –
Present

SR, ASSOCIATE / FC CASHIER – UAE EXCHANGE CENTRE – SHJ, UAE

- ✓ Ensure the correct receipt/payment of cash and acknowledge the receipt to the customer
- ✓ Supervise efficient working of staff and maintain smooth work flow and assist branch manager
- ✓ Ensure the accuracy of details given by customers such as
- ✓ IBAN, SWIFT, invoice etc and coordinate with customer to do transactions like Telegraphic Transfers, Swift Transfers, Demand draft, Western union etc.
- ✓ Promote utility services like bill payment, mobile phone Products, account opening, national bonds etc.
- ✓ Supervise product front line and monitor all member complaints and maintain efficiency in branch office operations
- ✓ Funding of currencies by keeping adequate stock for day to day needs
- ✓ Payment of salaries to employees from the counter
- ✓ Dealing with corporate customer and get the maximum business from them
- ✓ Quoting rates to customer for currencies and make sure that customer has done transaction from UAE Exchange Centre LLC.
- ✓ Ensuring the security and correctness of cash held while complying with the policies and procedures laid by exchange for smooth cashiering
- ✓ Coordinate and maintain a good relationship with different internal stakeholders to provide a better and speedy service or support on customer queries
- ✓ Conducting and planning different kinds of campaigns for Reactivation and New sales
- ✓ Extending operations support between internal and external stakeholders for effective payroll processing and salary disbursal system.
- ✓ Proper coordination with Cards Team to arrange the cards to clients on time also for any issue related to cards
- ✓ Identifying New business requirement of existing clients and business conversion by coordinating with different departments
- ✓ Effective Management of customer queries and complaints, solution to the client with less TAT and without escalation

Major accomplishments:

- Winner "Model of Service Excellence for 2015"
UAE Exchange United Arab Emirates 2016
- Achieved highest rate in customer service (Sharjah Area)
- Awarded Employee of the Month three times because of my leadership in helping the customer services department
- Attained Service Champion Award (Quarter 1 2015)
Sharjah Area 01
- Developed strong relationships with managers and staff, creating a cohesive and productive team within a deadline-driven environment

Jun 2012 – Jan 2013	TICKETING & RES. ASSOCIATE – HELLOCORP PVT LTD – COLOMBO, SRI LANKA <ul style="list-style-type: none">• Answer inquiries regarding information such as schedules, accommodations, procedures, and policies• Inform clients of essential travel information, such as travel times, transportation connections, and medical and visa requirements• Contact customers or travel agents to advise them of travel conveyance changes or to confirm reservations• Promote particular destinations, tour packages, and other travel services• Handling cancellations and informing customers when a flight has been delayed or cancelled
Sep 2010 – Feb 2012	SALES & MARKETING EXECUTIVE – CEYLON HOTELS COR.PLC – COLOMBO, SRI LANKA <ul style="list-style-type: none">• Working along with the Sales Manager to maximize occupancy of rooms and meetings, rates, yield and average spends by implementing appropriate training and communication systems in the hotel• Actively seek all sales and revenue opportunities both internal and external to increase the profile of the hotel Manage all room, meeting and brassiere inquiries follow-up and deal with all related administration Quote fares and room rates and provide travel information• Develop a close working relationship with all Departments, colleagues and managers to ensure guest expectations are met

- Contact customers or travel agents to advise them of travel conveyance changes or to confirm reservations
- Develop strong working relationships with all customers in order to maximize sales opportunities and generate business for the future

EDUCATION

2012	<p>DIPLOMA TRAVEL & TOURISM (IATA/UFTAA) – KOUNI ACADEMY – CHENNAI, INDIA</p> <p>The IATA/UFTAA programme jointly offered by International Air Transport Association along with the United Federation of Travel Agents' Association is the most complete travel and tourism diploma</p>
2010	<p>DIPLOMA IN AIRLINE TICKETING – INTERNATIONAL AIRLINE TICKETING ACADEMY – COLOMBO, SRI LANKA</p> <p>Airline Reservations, Marketing, Fares/E-Ticketing, GDS - Amadeus, AIRPORT OPERATIONS & CARGO (Travel & Tourism <u>Course</u>)</p>

INTERESTS



MUSICS



MOVIES



TRAVELING



DRAWING