



SANDUN DISSANAYAKA

SENIOR CUSTOMER CARE EXECUTIVE

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PERSONAL DETAILS

Address:

Mall of Emirates, Al Barsha 01, Dubai, UAE.

Nationality: Sri Lankan

SKILLS

- Professional Banking as a Customer Care Officer
- Staff Management
- Product and Service Sales
- Social Media Marketing
- Alternative WhatsApp and Telegram Bot Solutions
- Project Management
- Communication

EDUCATION

- **BBA, SLIIT Business School, KANDY, Sri Lanka**
(Nov 2021 - Present)
Bachelor of Business Administration Special Honors; Marketing Management - BM
- **Central College Kekirawa**
(2012)
G.C.E. Advanced Level Exam; Information and Communication Technology -ICT, Political Science & Logic, (English Medium)

ABOUT

Personable and conscientious CSM with 4+ years in customer service management and an additional 2 years as a customer support representative. Seeking to utilize my Research & Development skills to improve, develop and maintain your brand at the highest level of customer experience.

WORK EXPERIENCE

Customer Care & Online Remittance Manager

GCC Exchange, Dubai, UAE

Oct 2020 - Present

Handle customer inquiries, complaints, Centralized Query Tracker, up selling in service requests, Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners, Branch services, operations and consumer affairs.

Key Accomplishments:

- Ensure quality Customer Service to maintain Quality Customer Service.
- Ensuring smooth execution of routine Cross Border Payments & online remittances to ensure day-to-day operations and a high level of customer service for all online customers. (Mobile App Testing and Finalizing)
- Helped company to attain highest customer service ratings. (Google PlayStore , IOS Appstore & Other Social Medias including Web, Blogs & Web Forms)
- Look in to Happiness Customer Feedback Dashboard in Branches and fit Customer feedbacks in filtered.
- Building and maintaining profitable relationships with key customers & Overseeing the relationship with customers handled by team.
- Keeping customers updated on the latest products in order to increase sales with Strategy Planes.
- Analyze competitors and strategize accordingly.
- Personalized WhatsApp Business Bots & effective Broadcasting R&Ds including Telegram Channels.
- Optimize Social Media Marketing & Customer Queries.

Customer Care Officer & WebTT Marketing Executive

GCC Exchange, Dubai, UAE

Sep 2018 - Sep 2020

Assisting customers with processing transactions, Transaction tracking, mainly online remittances , Branch Remittances , resolving complaints or account discrepancies, and answering questions. Informing customers about products and services.

Key Accomplishments:

- Providing quality Customer satisfaction to maintain a Quality Customer Service to brand.

LANGUAGES

- English - Proficient
- Hindi - Fluent
- Sinhala - Native

- Verify Payments & Process Online Transactions requests. (UAE & Singapore)
- Handle email, WhatsApp Business, Telegram, Calls, Facebook , Instagram, LinkedIn, Twitter, TikTok, IOS Appstore, Google Play store Customer Queries and Complains & call back request.
- Documenting additional AML required documents from Customers by following up for high volume transactions and thresholds.
- Increase more Social Media reviews and ratings.
- Follow-up negative reviews and ratings to Upgrade.
- Prepare CMS Query tracker month on month.(Including all Branch Queries)
- Troubleshooting online user interface as per user requests when needed.
- Personalized loyal Customer service / personal broadcast medias to
- Telesales , Email , Social Media Marketing
- Follow-up Happiness Customer Dashboard Queries in branch

Bank Teller

Bank of Ceylon, Sri Lanka

Dec 2013 - Oct 2015

Serve customers by completing account transactions & account services to customers by receiving deposits and loan payments, cashing checks, issuing savings withdrawals, and recording night and mail deposits.

Key Accomplishments:

- Handle transactions for customers, including check cashing, deposits, withdrawals, transfers, loan payments, cashier's checks, and opening and closing of accounts.
- Identify customer needs, provide information on new products and services, and direct customers to branch representatives as needed.
- Track, record, report, and store transactional information and special requests
- Provide a high level of customer service, offering answers and assistance

***I declare the information mentioned herein is true and correct to the best of my beliefs. I hereby declare that the above particulars of facts and information stated are correct to the best of my belief and knowledge.*