



# THIRAJ DALPADADO

Address: Apartment 406, Al Kharbash Karama Building 01, Kuwait Street, Al Karama, Dubai  
Email: [dsthiraj@gmail.com](mailto:dsthiraj@gmail.com) Tel: +94785758922  
LinkedIn: <https://www.linkedin.com/in/thiraj-dalpadado-45987a243/>  
Passport: N9770317 DoB 04<sup>th</sup> November 1982 (40 Years)

## Professional Summary

Well-organized Multitasking Customer Services and Admin Officer who Performs Excellent Customer Services According to Government Regulations and Organizational Requirements. Consistently meets Operational needs by Coordinating Services and Resources for day-to-day Operations.

Supervisory and Administrative Work, Handling Public Grievances, Providing Recommendations, Reports, Research's, Clerical Work and Cash Handling, Social Welfare, and corporate social Responsibility Activities are among the areas of Expertise.

## Experience

<b>Admin &amp; Customer Services Officer - RKR Distributors</b>	2017-Up to now
<ul style="list-style-type: none"><li>Interacting with the Board of Directors and company Managers to carry out Duties such as Sales Promotions, Implementing new Procedures and Solving Dealer's Related Disputes.</li><li>Handling Basic HR Procedures and supervision of Vehicle Maintenance, Daily Collections and Logistics.</li><li>Act as a Customer Service Officer that Contact with Customers in Attempting to Resolve Complaints.</li></ul>	
<b>Field Research officer - Pepper Cube Consultants (Pvt) Ltd.</b>	2013-2017
<ul style="list-style-type: none"><li>Managing Field Research Programs, Preparation of Reports &amp; Deliverance on Time.</li><li>Maintaining Excellent Client Relations to Ensure Continuation of Productive Research.</li></ul>	
<b>Customer Care Representative / Branch Supervisor Lanka Bell (Pvt) Ltd.</b>	2007-2008
<ul style="list-style-type: none"><li>Supervision and Maintenance of the Branch Office According to the Company Policies to Ensure an Excellent Standard of Service.</li><li>Professional interactions with customers to Provide Excellent Customer Service for Answers to Questions in Attempting to Resolve Complaints and Technical Assistance.</li><li>Promotional Activities of Sales and Marketing of the Designated Area.</li><li>Coordinating the Distribution of New Units, Accessories and Other Essentials.</li></ul>	

## Skill Highlights

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| <ul style="list-style-type: none"><li>Customer Services</li><li>Communication skills</li><li>Creative &amp; Innovative</li><li>Multitasking</li><li>Computer Literacy</li><li>Clerical Work</li></ul> | <ul style="list-style-type: none"><li>Problem-Solving</li><li>Teamwork</li><li>Fast Learner</li><li>Administration</li><li>Supervising</li><li>Time Management</li></ul> |
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## Education

<b>Professional Higher Diploma in Public Administration:</b> Wayamba IT Campus, Sri Lanka.	2023
<b>Bachelor of Arts:</b> University of Kelaniya, Sri Lanka.	2011-2014
<b>Foundation in Human Resource Management:</b> Institute of Personnel Management, Sri Lanka.	2012-2013
<b>Diploma in Computer Studies:</b> IDM PVT LTD, Sri Lanka.	2001-2002
<b>Certificate in Food &amp; Beverages:</b> IBA Campus, Kandy, Sri Lanka	2022
<b>General Certificate in Education (Advanced Level):</b> Department of Examinations, Sri Lanka	1999-2001

## References

<b>Mr. Rajind Perera,</b> Director, RKR Distributors Ltd, Boyagane, Sri Lanka. , Tel: +94 704967777 <a href="mailto:rajindperera19@gmail.com">rajindperera19@gmail.com</a>	<b>Mr. Harendra Rathnayake,</b> Assistant Commissioner, Election Commission of Sri Lanka. , Tel: +94 713404098 <a href="mailto:harendrarm601@gmail.com">harendrarm601@gmail.com</a>
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## Additional Qualifications & Info

- **First Aid Training (Level 01):** Sri Lanka Red Cross Society.
- **International Driving Permit:** Automobile Association of Ceylon.
- **Heath Care Assistant Training:** Ceylon Medical Campus.
- **Telephone Skills and Etiquette:** Sri Lanka Institute of Tourism & Hotel Management.
- **Basic Cadet Officer Training:** Sri Lanka Air Force Base, Diyathalawa.
- **Justice of Peace:** Ministry of Justice, Sri Lanka.

## Languages

<b>Sinhalese</b>	: Native
<b>English</b>	: Fluent

## Commendations & Censures

<b>District Secretary, Kurunegala</b>	: Successfully completing the electoral registers revision on the dates that was nominated by the district election office.
<b>Divisional Secretary, Kurunegala</b>	: Fulfilling the vested target of contribution in implementing social security pension scheme in 2010.
<b>Divisional Secretary, Kurunegala</b>	: For the services rendered to the Clients and to the office in achieving the 2 <sup>nd</sup> place in productivity awards 2014.
<b>Divisional Secretary, Kurunegala</b>	: Performing Social Hospitality Programs and redress people in the division during the difficult period that emerged owing to COVID-19 pandemic.

## Volunteer Experience, Commendations & Publications

<b>General Secretary</b>	: Sri Lanka Village Officers Association. (2020-2023)
<b>Main &amp; Concept Papers</b>	: Strengthening and Empowering Rural Administration to Provide Efficient Public Services.