



KOJITHA RAVISHAN WICKRAMASINGHE

CONTACT

- Contact Number: 054 7800121
- Email: wickiravi@gmail.com
- Address: Apt.1404, Tip Top Laundry Building,
Near WTC, Abu Dhabi City, Abu Dhabi
- LinkedIn: Kojitha Wickramasinghe.



CAREER OBJECTIVES

As an industrious individual, I am driven by challenges and thrive in dynamic environments that foster growth. Committed to continuous learning and skill enhancement, I aim to excel in my profession, by contributing my expertise towards achieving organizational objectives. My goal is to elevate the organization to the pinnacle of success within the industry, leveraging my knowledge and experience to realize its highest potential.

WORK EXPERIENCE

Customer Care Executive

Vapour Direct LLC, Abu Dhabi

2024-PRESENT

- Customer Support: Handle all customer messages, requests, and inquiries through various communication channels, ensuring timely and accurate responses.
- Order Management: Place customer orders via Shopify, ensuring accurate entry and timely processing.
- Inventory Management: Monitor and manage inventory levels to ensure product availability, including updating inventory records in Shopify.
- Order Reports: Create and distribute weekly order reports, analyzing sales data and identifying trends to support business decisions.
- Issue Resolution: Address and resolve customer complaints and issues, providing effective solutions to ensure customer satisfaction.
- Collaboration: Work closely with other departments, including sales and logistics, to ensure smooth operations and customer satisfaction.
- Documentation: Maintain accurate records of customer interactions, transactions, and feedback for future reference and analysis.
- Continuous Improvement: Identify and suggest improvements in processes and procedures to enhance efficiency and customer service quality.

Production Planner, Junior Executive

South Asia Textiles limited, Pugoda, Sri Lanka.

2022-2023

- Spearheaded customer relations for renowned brands such as Tommy Hilfiger and Calvin Klein, ensuring unparalleled service delivery and satisfaction.
- Orchestrated the generation of daily reports and conducted in-depth analysis of Work in Progress (WIP), Non-Conformance (NC), On-Time Delivery (OTD), and On-Time In-Full (OTIF), with a primary focus on optimizing operational efficiency.
- Oversaw fleet management and meticulously maintained inventory levels to streamline logistics operations.
- Provided comprehensive administrative assistance to senior management, facilitating smooth business operations.
- Executed stringent control measures over logistics and procurement processes to enhance cost-effectiveness and resource utilization.
- Played an instrumental role in achieving and surpassing company sales targets through strategic planning and execution.
- Leveraged expertise in Enterprise Resource Planning (ERP) systems, including Oracle, FR, and IFS, to meticulously plan and manage production workflows.

PERSONAL DETAILS

- Date of Birth - 20th of January 1997
- Nationality. - Sri Lankan
- Marital Status - Married
- Visa Status - Visit visa

EDUCATION

2018 - 2021

- Bachelor of Science (Bsc.)
Mathematics and Physics
University of Kelaniya, Sri Lanka
(Attested by MOFA UAE)

LANGUAGES

English



ADDITIONAL QUALIFICATIONS

•Certificate in Environmental Management Systems in accordance with ISO 14001:2015 and Occupational Health and Safety Management Systems in accordance with ISO 45001:2018.

•Certificate in Information Technology from the University of Kelaniya (2020).

SKILLS

- Organizational Skills
- Customer Focused
- Communication Skills
- MS Office
- Problem-solving
- Teamwork
- Time Management
- Data Analysing
- Critical Thinking
- Resource Management
- Planning & Estimating

Administrative And Customer Service Executive

AIMS Computers, Colombo 05, Sri Lanka.

2021-2022

- Greeted and guided customers through the initial process, facilitating form completion and seamless transition to required services.
- Delivered comprehensive administrative assistance to senior management, ensuring smooth and efficient business operations.
- Expertly managed customer inquiries, meticulously maintaining datasheets for orders and providing timely responses.
- Maintained accuracy by consistently updating customer information within the database.
- Proficiently handled incoming customer communications via calls, emails, and addressed grievances and complaints with professionalism and empathy.
- Maintained optimal inventory levels while exercising meticulous control over document management and procurement processes.
- Facilitated productive meetings by preparing detailed agendas and capturing comprehensive meeting minutes for reference and follow-up actions.

DECLARATION

I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

Kojitha Wickramasinghe