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Al Zarooni Building, Al Nahda -  
Al Nahda 2 - Dubai, U A E



14 September 1985



Sri lankan



D2

## EDUCATION

National Certificate Course,  
Information & Communication  
Technology, NVQ Level IV  
**Vocational Training Authority  
of Sri Lanka**, Sri Lanka  
April 2007

Higher National Diploma  
**Sri Lanka Institute of  
Advanced Technological  
Education**, Sri Lanka  
April 2009

Certificate Course, Human  
Resource Management  
**Management Institute of  
Personnel Management(IPM)**,  
Sri Lanka  
April 2013

# DOMBAGODA LIYANAGE CHANDRIKA KUMARI

## PROFESSIONAL SUMMARY

Experienced professional with focus on customer service management. Proven track record of enhancing customer satisfaction and streamlining processes through strategic planning and team leadership. Skilled in conflict resolution, performance improvement, and fostering positive client relationships.

## SKILLS

- Communicatin
- Empathy
- Problem Solving
- Positive Attitude
- Technical Knowlege
- Active Listening
- Patience
- Tenacity

## WORK HISTORY

May 2021 - November 2024

**GCK Future Import - Manager - customer service**, Horana, Sri lanka

- Oversaw bookings with accurate calendar management.
- Deescalated internal conflict and implemented motivational techniques.
- Addressed customer issues calmly and professionally, maintaining service standards.
- Trained and coached service teams in best practices to uplift customer experiences.
- Devised activity and service plans to meet customer requirements.
- Forged working relationships with suppliers and negotiated purchasing conditions.
- Managed service delivery, ensuring high customer satisfaction.
- Identified new technologies and automation opportunities to streamline customer service operations.
- Recommended improvements in products and services based on customer insights.
- Scheduled shifts based on seasonal demands and staff availability.
- Directed and supervised front-of-house operations, upholding company standards.

January 2019 - August 2020

**Atlantis Exchange - Compliance Officer**, Deira, UAE

## LANGUAGES

**Sinhala** Native

English C2

Proficient

Hindi C1

Advanced

February 2018 - December 2018

**Mesrkanloo International Exchange - Compliance Admin Assistant**, Deira, UAE

January 2016 - January 2018

**Rigid Tyre Corporation - Administration Cordinator**, Horana, Sri Lanka

January 2010 - January 2012

**Al Ahalia Exchange Bureau - Banking Assistant / Customer Service Executive**, Dubai, UAE

## CERTIFICATIONS

- Information Technologies Certification
- Mangement
- Anti Money Laundering Analyst