

# Prasad Tharanga

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## Objective

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Enthusiastic Administrative Executive with excellent knowledge of Customer Service. Skilled in administrative oversight, documentation, and overall activities improvement. A skilled clerk with expertise in shipping and receiving, inventory management, and carrier relations. Focused on accurate record-keeping and efficient materials movement. Experienced with database, customs, and word processing software.

## Experience

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### Delivery Order Executive

**Gulf Agency Co. Ltd. Shj - Sharjah, UAE**

**22.Feb.2023 - 19.Dec.2024**

- Issuing Delivery Order and Bill of Lading (DO/BL)
- Managed shipping documentation, and invoices, processed payments, and fielded client questions. Including international shipments and Local Shipments
- Handling Container Import Shipment (Issuing Container NOC and DO - Cargo Gulf)
- Support and coordinate to resolve issues related to shipping and overseas customers or suppliers to ensure uninterrupted shipment operations.
- Manage relationships with the Shipper, Charterer, Consignee, or Notify party and provide shipment updates (ETA/Cargo Operations status and any additional details)
- Supported reporting, accounting, and recordkeeping staff with accurate updates regarding shipment information.
- Processed required paperwork to expedite handling of shipped and received goods.
- Drafted and managed work and shipping orders, bills of lading, and shipping route materials for accurate and compliant recordkeeping.
- Ensure the supplier invoices related to the jobs are received in the supplier invoice management system.
- Liaison with suppliers for any requirement to complete the job invoicing and billing.

### Administrative Executive / Receptionist

**16.May 2016 – 25.Jun.2019**

**LBN Key Resource (Pvt) Ltd (Foreign Recruitment & Ticketing Agency) Colombo, Sri Lanka**

- Customer service – Customer support and reception duties.
- Performing clerical and administrative tasks such as receiving calls and emails.
- Prepared data analytics/data entry, bookkeeping, email/social media, and basic account handling.
- Prepared and submitted weekly reports detailing project status, timesheets, office stationery consumption, and budgets to the CEO.
- Assisting the HR team in recruitment and onboarding
- Provided personal assistance to the Managing Director and Office Administration.
- Handling customer inquiries, and maintaining the office in good condition.

## Education

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- **Bachelor of Arts (Honor's) Degree**

01.Jan.2018 – 31.Dec.2021

Major - Sinhala Language & Literature

Buddhist and Pali University of Sri Lanka

Second Class Upper Division / GPA 3.47

- **Diploma in Psychology Counselling**

01.Jan.2019 – 31.Dec.2020

Buddhist and Pali University of Sri Lanka

- **Certificate in Television & Radio Announcing**

2016 - 2017

IMPAS - Institute of Media & Performing Arts Colombo, Sri Lanka

## Certifications

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- **Level-2 Fire Safety Fundamentals & Proper Use of Fire Extinguishers & Fire Warden Duties.**

Euro link Safety, Dubai, United Arab Emirates

*Issued on: 20th December 2023 - Expires on: 19th December 2025*

## Skills & abilities

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- Customer service
- Leadership
- Creative
- Counselling
- positive attitude
- Communication
- Quick Learner
- MS Office tools
- Social Media
- Data Analytics
- Internet/Email
- Strong work ethic
- File Management
- Administration
- Teamwork
- Hospitality
- Outlook
- Shipping software, order management systems, and customs regulations

## Language abilities

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Sinhala - Native

English - Fluent