



# THANULI PABODA PERAMUNIARACHCHI

## CUSTOMER SERVICE EXECUTIVE

### CONTACT



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### PERSONAL INFORMATIONS

Date of Birth : 07-10-1997  
Nationality : Sri lanka  
Gender : Female  
Marital Status : Single  
Passport No : N7898942

### EDUCATION



**Inter mediate in Applied Banking & Finance**

**Institute of Bankers Srilanka**



**Diploma in IT & English BPO Academy**



**G.C.E Advance Level Examination  
Sri Subhuthi National School**

### LANGUAGE

- English
- Sinhala
- Hindi



### SUMMARY

Driven Customer Service Executive with over 7years of experience in delivering exceptional service and support across diverse industries. Proven ability to handle high volume inquiries, resolve complaints efficiently, and build long term customer relationships. Implementing service improvements to boost customer satisfaction. Recognized for strong communication skills, problem solving ability, and a proactive approach to client needs..



### WORK EXPERIENCE



#### CUSTOMER SERVICE EXECUTIVE

NOV 2023-Present

##### LM exchange - Dubai UAE

- Greet and assist walk in and phone in customers with foreign exchange and remittance services.
- Adhere to central bank and exchange house regulations, including AML (Anti-Money Laundering) guidelines.
- Communicate with partner agents, banks, or head office for transaction support.
- Handle cash responsibly, ensuring accurate counting, balancing, and reconciliation at the end of the day.



#### CASHIER RETAIL

JULY 2022-2023

##### Aura Fakhree Centre LLC -UAE

- Responsible for processing cash,debit ,credit and cheque transactions.
- Using a cash register or other point-of-sale system in a retail environment.
- Processing returns and scanning items for sale.



#### SENIOR OPERATION ASSISTANCE February 2019-june 2022 Citizens Development Business & Financial PLC-Srilanka

- Assist the corporate and retail banking businessprocess.
- Onboard new customers to the core banking systems and help with customers exist.
- Handled customer inquiries and complaints in a professional and efficient manner.

### SKILLS

- Communication Skills
- Customer Relationship Management
- Patience and Empathy
- Multitasking & Time Management
- Teamwork and Collaboration



### DECLARATION

I hereby confirm the above information given is true and correct to the best of my knowledge.

**THANULI PABODA PERAMUNIARACHCHI**