

# THEEKSHANA ARANDARA

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## Summary

Multilingual Customer Service Specialist with 15+ years of proven success across the aviation, finance, and retail sectors. Adept in optimizing customer experience, sales operations, and business support initiatives across international markets, including Sri Lanka, Qatar, and Cambodia. Highly experienced in handling customer transactions, resolving service issues, and coordinating cross-functional teams to ensure service excellence and business growth.

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## Skills

- Customer Relationship Management (CRM)
  - Sales Coordination & Order Processing
  - Cash Handling & Currency Exchange
  - Complaint Resolution & After-Sales Support
  - Promotional Event Planning
  - Technical Advisory & Business Planning
  - Leadership & Team Management
  - Communication & Interpersonal Skills
  - Multicultural Client Engagement
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## Work Experience

### Freelance Consultant – Cambodia

*Business Planning & Strategic Advisory*

**2021 – 2024**

- Delivered advisory support for the development of strategic business plans and briefing reports.
- Collaborated with Cambodian teams to align operations with local business needs.
- Supported the organization and execution of promotional events and marketing materials.
- Contributed to company profile enhancement and partner engagement initiatives.
- Provided technical input into operational frameworks and goal-setting processes.

## **Customer Service & Sales Supervisor – Chanaka Brass Pvt Ltd, Sri Lanka**

### *Sales Support & Client Relations*

**2013 – 2020**

- Managed daily schedules and coordinated communication within the sales team.
- Processed client orders with accuracy and timeliness, ensuring high customer satisfaction.
- Resolved customer complaints and provided after-sales support, leading to repeat business.
- Monitored team performance and proposed improvements to enhance efficiency.
- Organized promotional campaigns and maintained financial documentation electronically.

## **Customer Service Agent – Qatar UAE Exchange, Qatar**

### *Cash Transactions & Multicurrency Exchange*

**2011 – 2013**

- Executed currency exchanges across 30 international currencies with precision.
- Assisted customers with banking transactions, statements, and compliance paperwork.
- Produced daily operational reports to identify challenges and opportunities.
- Set monthly targets and developed structured work plans for performance tracking.
- Ensured accuracy in transaction documentation and client support.

## **Customer Loyalty Agent – SriLankan Airlines, Sri Lanka**

### *Passenger Services & Ticketing Support*

**2009 – 2011**

- Provided check-in and ticketing support while adhering to airline guidelines.
- Communicated flight updates and helped passengers navigate itinerary changes.
- Resolved travel-related concerns including refunds and policy clarifications.
- Guided customers through baggage and visa regulations with precision.
- Delivered courteous customer service, enhancing airline brand loyalty.

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## **Education**

- **Diploma in English** – European College, Sri Lanka
- **Airline Cabin Crew Training** – International Airline Ticketing Academy, Sri Lanka
- **Mars Reservation & Ticketing Training** – SriLankan Airlines Aviation Academy
- **Customer Service Training** – College of North Atlantic Qatar
- **Anti-Money Laundering Training** – College of North Atlantic Qatar

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## **Languages**

- English
- Sinhala