



# LIHINI ATHURALIYA

Senior Operations Executive

## Professional Goals

Enthusiastic applicant for the job position Cabin Crew for Qatar Airways. I am confident that my dynamic customer service and team work skills will make me a valuable member of your crew. I am looking for a job within the multinational team, in which I can be a part of people who are committed and where I can grow and I can show my full potential & my skills.

### Mobile:

+94761224159

### Email:

lihiniathuraliya@gmail.com

### Address:

Colombo, Sri Lanka

### Key Skills:

- Being able to work in a team and being able to work alone whenever required.
- Excellent Communications skills
- Creating a Great Customer Experience
- Customer Service
- Friendly and positive
- Caring & Understanding
- Professional & Responsible
- Learning & Adapting
- Confidence
- Computer skills

## Work Experience

### Senior Operations Executive

**SYNERGEN Health (Pvt) Ltd | August 2018 - Present**

- Handles International clients of the company and help our client partners to maximize and realize their full revenue potential.
- Successfully conducts revenue cycle management processes of SYNERGEN clients by working closely with team supervisor.
- Assists the Assistant Manager in carrying out Employee Training Programs.
- Works closely with team members to make sure our clients expectations are met.

### Customer Relations & Admin Intern

**Associated Motorways(Pvt )Ltd | 2017 - 2018**

- Created positive relationships with existing and new clients and helped the company to build customer base.
- worked closely with workshop staff to deliver the best possible aftersales services to our clients
- Implemented customer analysis to identify customer satisfactions levels.
- Worked closely with Customer Relations Manager to address customer complaints relating to AMW aftersales service.

## Education

- **Bachelor of Science in Operations & Technology Management (Special) 2018**

University of Sri Jayawardenepura, Srilanka

- **Successfully completed AAT course from Association of Accounting Technicians of Srilanka 2012**

- **GCE Advanced Level in Srilanka 2012**

Buddhist Girsl' College.

## Achievements

- Won "Best Team Player" Badge along with "Above & Beyond" badge for the year 2021 from Synergen Health (PVT) LTD.

-Successfully completed the project on "Improvement of Time taken for vehicle service procedure in Nissan Aftersales Workshop" during my internship period at Associated Motorways (PVT) LTD and got the opportunity to take part in "The University Research Symposium" as one of the best projects.

-Best GCE Advanced Level Results (Commerce Stream) - year 2012 of Buddhist girls' Collage and Got selected for The University Of Sri Jayawardhanapura.

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## Languages

**English:**  
Full Professional Proficiency

**Sinhalese:**  
Native

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## Hobbies

- Enjoy cooking and baking
  - love to spend weekends with friends and family
  - Love to try out new workout challenges
  - Fond of Yoga and planning to take Yoga classes to learn more
  - Love to listen to Music
  - Travel
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## References

- **Mrs. Sithara Nugapitiya**  
Secretary / HR Business Partner  
Advantis projects and Engineering  
(Former Premium Class Cabin Crew Member  
Qatar Airways)  
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- **Mr. Gayashan Perera**  
Head of Marketing & Business Development  
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