

PRASAD THARANGA

Sharjah, United Arab Emirates | (+971) 524623429 | prasadtharanga.lk@gmail.com

SUMMARY

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 and experienced with database, customs, and word processing software.

EDUCATION

- Bachelor of Arts (Honor's) Degree - Sinhala Language & Literature 01.Jan.2018 – 31.Dec.2021
Buddhist and Pali University of Sri Lanka - Second Class Upper Division / GPA 3.47
 - Two-year Advanced Certificate Course in Psychology Counselling 01.Jan.2019 – 31.Dec.2020
Buddhist and Pali University of Sri Lanka
 - Certificate Course in Television & Radio Announcing 2016 - 2017
IMPAS - Institute of Media & Performing Arts Colombo, Sri Lanka
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WORK EXPERIENCE

- Delivery Order Executive - GAC - Gulf Agency Co. Shj. Ltd - Sharjah, UAE 22.Feb.2023 - 19.Dec.2024

Main tasks and responsibilities:

- Issuing Delivery Order and Bill of Lading (DO/NNBL)
- 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 – 26.Jun.2019

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

Main tasks and responsibilities:

- 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.

CERTIFICATIONS

- **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 entry |
| ▪ Internet/Email | ▪ Strong work ethic |
| ▪ File Management | ▪ Administration |
| ▪ Teamwork | ▪ Hospitality |
| ▪ Outlook | ▪ Basic Account |
| ▪ Shipping software, order management systems, and customs regulations | |

LANGUAGE ABILITIES

- Sinhala - Native
- English - Fluent