



# Nadeesha Lakruwan

SENIOR EXECUTIVE - CUSTOMER SERVICE & DOCUMENTATION

## Personal Info

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-  +94 76 174 8921
-  No.9/10A, St.  
Anthony's,Mawatha, Welisara, ,  
Ragama,Srilanka.,, Kandana,  
11320, Sri Lanka
-  200233900189
-  Sri Lankan
-  04/12/2002

## Education

- **BSc (Hons)**  
National Institute of  
Business Management  
Nov 2024 - Present
- **ADVANCED CERTIFICATE**  
National Institute of  
Business Management  
Feb 2024 - Aug 2024
- **DIPLOMA**  
Institute of Chartered  
Shipbrokers  
Nov 2023
- **CMB UPPER SECONDARY 2**  
Jan 2019 - Apr 2019
- **DIPLOMA**  
Mirror English Academy  
Mar 2017 - Aug 2017
- **DIPLOMA**  
Mirror English Academy  
Jun 2013 - Nov 2013
- **G.C.E. ADVANCED LEVEL EXAMINATION**  
Seventh-day Adventist  
High Collage  
Jan 2019 - Jan 2022

## Profile

Detail-oriented and customer-focused professional with over 3+ years of experience in customer service and document management. Adept at managing customer inquiries, resolving issues, and ensuring a seamless customer experience while maintaining accurate and organized documentation. Skilled in handling high-volume communication, streamlining documentation processes, and working across multiple platforms to ensure timely and accurate delivery of services. Proven track record of enhancing customer satisfaction and supporting business operations through efficient documentation practices. Strong communicator with exceptional organizational skills and the ability to thrive in fast-paced environments.

## Work Experience

### CUSTOMER SERVICE & DOCUMENTATION EXECUTIVE, SMART MARINE LANKA PVT LTD, Colombo

February 2022 - December 2023

- SMART MARINE LANKA PVT LTD (NVOCC) at Colombo was established in the year 2010 to provide integrated and cost effective logistic services through network of both Indian and overseas locations, supported by strong affiliates and agents world-wide.
- I was responsible for managing customer interactions, ensuring smooth documentation processes, and supporting operational functions

### SENIOR CUSTOMER SERVICE EXECUTIVE, TRANSWORLD SHIPPING & LOGISTICS LANKA PVT LTD, Colombo

January 2024 - Present

- Headquartered in Dubai, the Transworld Group of companies was established in 1977 and has since grown to become a leading integrated logistics provider across the globe.
- I was responsible for handling sea freight and air freight & span customer interaction, shipment coordination, documentation, and support for both sea and air freight operations.

## Skills

Time Management

Data Entry

Effective Communication

Shipping and Routing  
Knowledge

Scheduling & Coordination

Customs Regulations

Software Skills

Data Management

Leadership

Task Management

Multitasking

## Languages

Sinhala / English

## Links

<https://www.linkedin.com/in/nadeesha-lakruwan>

## Honor's & Awards

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- Certificate Of Participation under 13, Ragama Cricket Academy- 2014
- Certificate of Achievement - Volleyball under 15 - Annual Sports Meet, Seventh-day Adventist High Collage, Kandana, Sri Lanka - 2016
- Certificate of Participation of Inter Academy Under 15 Limited Overs Cricket Tournament, Ja-Ela Cricket Academy , Sri Lanka- 2016
- Gampaha District Inter School Cricket Tournament, Under 15 , Association of cricket umpires Gampaha District - 2017
- Certificate of Achievement- Volleyball- Under 20 , Seventh-day Adventist High Collage, Kandana, Sri Lanka - 03/02/2020
- Certificate of Achievement -Annual Athletic Meet 2020 , Seventh-day Adventist High Collage, Kandana, Sri Lanka - 2020
- Certificate of Achievement- SLANA Carting Challenge- 1st in the Amature Class – Sri Lanka Association of NVOCC Agents - 27/07/2023

## References

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Mrs. T.A.D. Iresha S Ranasinghe, Unifeeder Lanka Pvt Ltd  
iresha.ranasinghe@unifeeder.com | +94 77 107 3450

Mr. Dimantha Hemal Pinto, Hellmann MAS Supply Chain  
damianslanka@gmail.com | +94 77 727 2049

I hereby declare that the information submitted is true and accurate to the best of my ability.