

PRASAD THARANGA

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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
Buddhist and Pali University of Sri Lanka - Second Class Upper Division / GPA 3.47 01.Jan.2018 – 31.Dec.2021
 - Two-year Advanced Certificate Course in Psychology Counselling
Buddhist and Pali University of Sri Lanka 01.Jan.2019 – 31.Dec.2020
 - Certificate Course in Television & Radio Announcing
IMPAS - Institute of Media & Performing Arts Colombo, Sri Lanka 2016 - 2017

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

- Customer service
- Creative
- positive attitude
- Quick Learner
- Social Media
- Internet/Email
- File Management
- Teamwork
- Outlook
- Shipping software, order management systems, and customs regulations
- Leadership
- Counselling
- Communication
- MS Office tools
- Data entry
- Strong work ethic
- Administration
- Hospitality
- Basic Account

LANGUAGE ABILITIES

- Sinhala - Native
- English - Fluent