

# SANDUN DISSANAYAKA

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## *Professional Summary*

Knowledgeable Customer Service and Business Development experience in client management, sales strategy development, and sales pitch presentations. Honest, confident and friendly communicator. Keeps up-to-date understanding of key markets, developing new strategies to capitalize on emerging customer trends.

## *Work History*

**Business Development Executive**, October 2020 –Current

**GCC Exchange Management Office, Baniyas Square, Dubai, UAE**

- Ensuring a high level of customer service.
- Ensuring smooth execution of online remittances.
- Ensure relationships with existing partners.
- Research in new Banks, and Non-Banking Financial Companies (NBFCs) that provide various financial services.
- Responsible for expanding the network across the region.
- Monitor competitors' clocks.
- Increased user flexibility through new research and development tools.
- Developed and implemented value-adding strategies to increase product and service profitability.
- Managed 7+ sales & Customer Service Department staff to deliver on company targets.

**Customer Care & Web TT Officer**, September 2018 – September 2020

**GCC Exchange Management Office- Baniyas Square, Dubai, UAE**

- Built and carefully managed loyal, profitable client bases providing quality Customer satisfaction to maintain Quality Customer Service to the brand.
- Verify Payments & Process Online Transactions requests. (UAE & Singapore)
- Handle email, WhatsApp Business, Telegram, Calls, Facebook, Instagram, LinkedIn, Twitter, TikTok, IOS Appstore, and Google Play store Customer Queries, Complains & call back requests
- Increase Social Media reviews and ratings.
- Follow-up negative reviews and ratings to Upgrade.
- Troubleshooting online user interface as per user requests when needed.
- Telesales, Email, Social Media Marketing
- Follow-up Happiness Customer Dashboard Queries in the branch.
- Studied company target market and identified avenues to generate new leads.
- Maintained current knowledge of company products and services to accurately answer client questions and make appropriate recommendations.
- Visited current and potential clients to promote company products and service.

**Bank Teller**, December 2013 –October 2015

**Bank Of Ceylon (BOC)** - Anuradhapura Habana , Sri Lanka

- Serve customers by completing account transactions & account services to customers by receiving deposits and loan payments, cashing checks, issuing savings withdrawals, and recording night and mail deposits
  - Key Accomplishments:
  - Handle transactions for customers, including check cashing, deposits, withdrawals, transfers, loan payments, cashier's checks, and opening and closing of accounts
  - Identify customer needs, provide information on new products and services, and direct customers to branch representatives as needed
  - Track, record, report, and store transactional information and special requests
  - Provide a high level of customer service, offering answers and assistance
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## ***SKILLS***

- Research and Development Skills.
  - New business development
  - Good Communication Skills
  - Sales strategies
  - Revenue and profit maximization
  - Product knowledge
  - Employee management
  - Customer satisfaction
  - Marketing strategy
  - Team building expertise
  - Client relations
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## ***Education***

**Bachelor of Business Administration:** Business & Marketing Management - Bachelor of Business Administration Special Honor - **SLIIT Business School** – Kandy, Sri Lanka, 11 / 2021 – Current

**Certificate of Higher Education:** ICT, Logic Science & Political Science - **Central College Kekirawa** – Anuradhapura , Sri Lanka, 2013

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\*\* I declare the information mentioned herein is true and correct to the best of my beliefs. All the details provided above are genuine to the best of my belief and knowledge. I hereby declare that the above particulars of facts and information stated are correct to the best of my belief and knowledge.