

THARINDU DHANUSHKA KATUGAMPOLA

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|Date of Birth 26 April 1987



OBJECTIVES

Seeking new challenges in the Customer Care/Sales and Marketing sector, able to work on my own initiative and as part of a team. Proven interpersonal and communication skills strong business acumen with the ability to execute a wide range of sales and marketing strategies to establish a market presence and increase revenues and profitability.

CAREER EXPERIENCE

☐ LANDSTER LANKA PVT LTD SRI LANKA-COLPITI

International Business Development Executive- Tea

August 2020 to September 2022, 2 years

(Company overview – LANDSTER LANKA is a Tea Export Company)

- Constantly engage with customers and bring back constructive feedback on Product and service expectations and enhance new sales.
- Representation of the company and the sales force through participation at trade fairs, and assisting in promoting & introducing the Brand and its products at all times.
- Assist in the planning of Revenue Targets, Product positioning, and promotional strategies, and assess competitor and market activity to enable the achievement of total sales targets.

☐ RAK BANK (DUBAI-UAE)

Sales Officer - Retail Banking

March 2019 to January 2020, 10 months

(Company overview – RAK BANK is the National Bank of Ras Al-Khaimah in the United Arab Emirates)

- Achieving individual targets across multiple products (Personal Loans, Credit Cards)
- Visiting companies and checking eligibility to list various companies with us.
- Assist the team leader in undertaking micro-marketing events to promote sales.

☐ INNOVATION DIRECT EMPLOYMENT SERVICES (UAE)

January 2015 to March 2019, 3 year and 7 Months

Worked under their clients below:

→ *MAJID AL FUTTAIM FINANCE (DUBAI-UAE)*

Senior Sales Officer at Carrefour Hypermarket

March 2017 to March 2019

(Company overview – MAF is a financial institute that provides Credit cards and it belongs to the Majid Al Futtaim Group of companies)

Job role

Engaged with Carrefour Hypermarket privileged customers to market or sell Majid Al Futtaim's "Najam" Credit cards.

- Achieve assigned sales targets in order to contribute to the sales volume/revenues.
- Develop new market strategies within the assigned territory to enhance sales volumes.
- Provide quality customer service to ensure customer satisfaction and retention.
- Provide market intelligence to supervisors on a regular basis for use in formulating strategies and plans.
- Handle customer queries and complaints day by day to make sure customers retain with the company.

→ *DUNIA FINANCE LLC (SHARJAH - UAE)*

Relationship Officer

January 2015 to August 2016

(Company overview – DUNIA is a financial institution that provides personal loans, credit cards, Auto loans, and Labor guaranteed)

- Responsible for achieving individual targets across multiple products (Personal Loans, Credit Cards, Auto Loans, and Labor guaranteed)
- Interacts with existing customers to increase sales of the company products and services
- Works under general supervision; typically reports to a team leader or manager.
- Building customer referral markets in different segments to help daily sales activities.
- Develop long-term relationships with customers
- Assist the team leader in undertaking micro-marketing events to promote sales.
- Motivate the new hires in the sales team to reach their targets.
- Provide data and customer feedback to MIS.

☐ UNION ASSURANCE PLC (COLOMBO)

Team Leader

October 2010 to September 2014, 3 years 11 months

(Company overview –UA is a leading insurance company in Sri Lanka)

- Manage the flow of day-to-day operations of the team and monitor weekly basis.
- Set Goals for Team members (Personal and Professional)
- Get new business opportunities by setting up promotion camps for the team.
- Maintain and get new business opportunities through existing customer portfolios.
- Develop, help, and support team members to archive each responsible target.

☐ WAQUIS GLOBAL PLC(COLOMBO)

Senior Mortgage Loan Quality Control Processor

Nov 2008 to Sep 2010, 1 year 10 months

(Company overview –Waquis is an American BPO company in Sri Lanka)

- Review, verify, organize, and audit the results of the completed post-closed mortgage loan files and identify discrepancies, and ensure accuracy, completeness, and compliance under the guidelines of United States law.

EDUCATION

- **Certificate Course in Business of Tea**
(2021)
Program conducted by The Mel's Academy-Sri Lanka
- **Bachelor of Business Administration**
(2020)
Distance Learning Program
Jaipur National University-India
Program conducted by BIMS College-Dubai
- **The course of Certified Investment Planner**
(2012)
Program conducted by Union Assurance Plc-Sri Lanka
- **Certificate in Accounting - AAT**
Completed Intermediate Level
(2008)
Program conducted by Association Accounting Technicians-Sri Lanka
- **Certificate In Computer Studies**
(2007)
Program conducted by Singapore informatics Institute-Sri Lanka
- **Certificate Practical English**
(2006)
Program conducted by Royal Institute-Sri Lanka
- **Leadership Development**
(2002)
Program conducted by Kristi Perera Institute (Sinhala Medium)-Sri Lanka
- **High School: Asoka Vidyalaya (Maradana/Colombo 10)**
(2008)
High School GCE Advanced Level Subjects:
(Accounting, Business Management, Economics, English)

SPORTS

- All Island Champion (Division 2) and Captain of the Team - 2002
- All island Best Batsmen performance for Cricket - 2002
- All island Best Bowler performance for Cricket - 2000
- School colors for Cricket - 2003

LANGUAGES

English - Fluent
Hindi - Fluent

REFERENCES

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