



DUSHYANTHAN

Highly motivated and adaptable professional with over a decade of experience across customer service, operations, and administrative roles. Adept at managing client interactions, streamlining processes, and ensuring efficient operational support. Known for strong problem-solving abilities, attention to detail, and a commitment to delivering excellence in dynamic environments. Quick learner with a passion for enhancing customer experiences and contributing to organizational growth.

CONTACT

✉ dushyanthan87@gmail.com

☎ 71604019

📍 Flat-1, Building 7, Street 945,
Zone 26, Doha Qatar.

PERSONAL INFO

Date of Birth : 1987.08.23

Gender : Male

Marital Status : Married

Nationality : Sri Lankan

Visa Status : Transferable

Driving License: Qatar Light Vehicle
License

SKILLS & COMPETENCIES

- Customer Service Excellence
- Client Relationship Management
- Cash Handling & Teller Operations
- Inventory Management & Stock Control
- Administrative Support
- Interpersonal Communication
- Problem Solving & Critical Thinking
- Team Collaboration & Coordination
- Time Management & Multitasking

WORK EXPERIENCE

Driving Experience | 2012 – Up to Now - Sri Lanka

- Light Vehicle Driving Experience More than 12 Years in Sri Lanka.

Customer Care Executive | 2015 - 2025

ETC System Customer Care Center, Sri Lanka

- Assisted customers with inquiries, complaints, and service-related issues, ensuring high levels of customer satisfaction.
- Handled card installation and activation processes for new and existing customers.
- Provided technical support and guidance for system-related problems.
- Maintained accurate records of customer interactions and transactions.

Teller | 2013 - 2015

Southern Expressway - Road Development Authority (RDA), Sri Lanka

- Collected tolls and managed cash transactions at expressway toll booths.
- Issued receipts and maintained accurate records of daily collections.
- Ensured smooth and efficient flow of vehicles through toll points.
- Provided courteous assistance and information to motorists.
- Assisted in balancing cash at the end of each shift and reporting discrepancies.

Storekeeper | 2010 - 2012

Eswaran Brothers Tea Exports (Pvt) Ltd, Colombo, Sri Lanka

- Received and inspected incoming goods to ensure quality and accuracy.
- Maintained organized storage areas, promoting a safe and efficient working environment.
- Conducted regular inventory counts and updated stock records accurately.
- Assisted in preparing orders for distribution and monitored outgoing

EDUCATION

G. C. E. Advanced Level Examination 2008

Wesley College, Colombo, Sri Lanka

G. C. E. Ordinary Level Examination 2004

Wesley College, Colombo, Sri Lanka

LANGUAGE PROFICIENCY

English

Professional Working Proficiency

Tamil

Native Proficiency

Sinhala

Professional Working Proficiency

PROFESSIONAL QUALIFICATIONS

Certificate Course in English

Oxford College of Business, Colombo, Sri Lanka

International Certification of Digital Literacy

IDM Computer Studies (Pvt) Ltd, Horana, Sri Lanka
