

MANESHA LAKSHANI



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Passport No. : N3419951
Civil Status : Single
DOB : 29.01.1994
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PERSONAL PROFILE

Creative and enthusiastic Individual with diverse range of versatile and respected professional presenting with over 6 years enthusiastic customer service. Maintain the highest level of integrity; dedicated to providing reliable and friendly service without ever compromising the reputation or competencies of the organization. Highly motivated and outgoing individual and a Competent team player who can successfully inspire fellow colleagues.

TECHNOLOGY SKILLS

- MS Office
- ERP system (MS Dynamic AX)

CORE COMPETENCIES

- Customer Service
- Tactical Decision making
- Critical thinking
- Learning Skills
- Customer focused attitude
- Client satisfaction
- Interpersonal Communication
- Learning New Concepts Quickly

MAIN CAREER OBJECTIVES

- Seeking a challenging position in a competitive environment that gives me an opportunity to grow and excel professionally.
- To be associated with a concern that enables me to deploy my skills for the betterment of the Organization and Self.

PROFESSIONAL EXPERIENCE

➤ **Sharjah International Airport-Passenger Services Agent** (March 2019-Till date)

- Assisting customer at various touch points like check-in, immigration and boarding gate at the airport. The main objective is to ensure security, safety and customer service aspect is full filled and customer travels with a smile.
- Checking-in passengers for domestic and international travel using computerized systems; verifying documentation for int'l & domestic flights.
- checking baggage and monitoring carry-on baggage for size and quantity, collecting over weight baggage fees at gate as in Carry-on Baggage team member.
- Meet And Assist Services (MAAS)

➤ **Travco travels LLC-Product Executive** (Aug.2018- Feb. 2019)

- Ensured entered data is accurate by comparing hotel contracts given and identified errors.
- Loaded full contracts into the system and checked the accuracy from booking engine.
- Communicated with hotels to sort out issues of contracts through emails and phone calls.
- Provided assistance to other departments carrying out various administration tasks.
- High level typing accuracy and spontaneous data uploading.

PROFESSIONAL/ EDUCATIONAL QUALIFICATION

- ♦ Passed the AAT FINAL exam to the satisfaction of the examination committee in Jan 2013.
- ♦ Followed Certificate in Accounting & Business II (CAB II) level of Chartered Accountancy Sri Lanka in 2013.
- ♦ Certificate in Accounting & Business II (CAB II) IT TRAINING of Chartered Accountancy Sri Lanka in 2013.
- ♦ Diploma in English course at Aquinas University Collage in 2017.
- ♦ Achieved overall A grade pass for spoken English at British council, Sri Lanka.
- ♦ Achieved A grade passes in MS Excel and MS Access -Diploma in computer studies at British Information of Computer Technology.
- ♦ Diploma in computer technology at Digital College 2014S
- ♦ G.C.E.Advanced Level Examination –2012.
 - Economics A
 - Business Studies A
 - Accounting B
- ♦ G.C.E. Ordinary Level Examination –2009.

➤ D&B Properties -Client Services Executive (2017-2018)

- Registering, Qualifying all the types of leads (Web, Social Media, Company Mobile, Emails, SMS, WhatsApp)
- Handling Visitors, Answering Calls, Receiving and Sorting daily emails/ deliveries/Couriers.
- Listing, Managing and refreshing all the properties & make sure it has high quality scores in all portals (Property Finder, Propspace, Bayut, Just property).
- Daily checking of the premium listings and Managing featured listings.
- Handling Mycrm, Property Finder and other portals issues.
- Providing Mycrm, Property Finder training to new sales agents.
- Managing and updating Real Estate customers & Agents data base.
- Updating Employee attendance records, Daily task reports & Daily lead reports

➤ Jinasena (Pvt.) Limited- Import/Export Executive | (2014-2017)

- Communicated with clients regarding Trade Services & Freight Services.
- Assisted clients from the start of the Shipping Process until the end service.
- Liaised with shipping lines, freight forwarders for rates and services.
- Arranged Imports Estimated landed costing (ELC) & final landed cost Proposals for Potential clients.
- Coordinated w/ internal departments such as Finance, Marketing etc.
- Arranged pre-shipment documentation including DCs & other bank docs.
- Thoroughly conversant with Enterprise Resource Planning (ERP) system (MS Dynamic AX)

➤ SCS Express Intel. Limited-Shipping Coordinator (2013- 2014)

- Coordinated outbound shipments with dispatch team
- Maintained manifests for tracking purposes of specialized customer shipments
- Assisted accounts department in calculating wages for employees and preparing salary slips.
- Demonstrated ability to use office equipment with a high degree of accuracy and efficiency.
- Ensured all payments amounts & records are accurate.
- Supervised less experienced data entry operators.