

KASUN ANURADHA BADDEGAMA

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PROFILE

I am an energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. I am excellent in working with others to achieve a certain objective on time and with excellence. I have a clear, logical mind with a practical approach to problem-solving and a drive to see things through to completion. I have more than 4 years of experience in the fields of financial services, customer service & operations and visa operations. My main strengths are adaptability, dependability and time Management. I am eager to learn, I enjoy overcoming challenges and I have a genuine interest in fulfilling any tasks assigned to me.

EDUCATION

Diploma in Russian Language and Literature *October 2021 - June 2022*

- Volga State Technical University, Russia

Advanced Level Examination *2016*

- St.Mary's College - Negombo, Sri Lanka

Ordinary Level Examination *2012*

- St.Mary's College - Negombo, Sri Lanka

COURSES

Delmege Forsyth & Co.Ltd

- Prof.Amitha Gamage, Sales Programme

Advanced Excel Live Course

- Elearning.lk – Currently following

Diploma in English

- Aquinas University College, Sri Lanka

EMPLOYMENT

Key Account Manager

June 2022 onwards

- Talivenda LLC, Yoshkar-Ola, Russia

- Developing and sustaining solid relationships with key clients
- Addressing and resolving key clients' complaints
- Acting as the main point of contact between key clients and internal teams
- Supervising the account teams assigned to each key client
- Communicating and collaborating with the advertising, design, marketing, sales, and logistics departments to ensure that key clients' needs are met
- Compiling reports on account progress, goals, and forecasts
- Developing a thorough understanding of key clients' needs and requirements and preparing customized solutions.
- Negotiating contracts with key clients
- Working on Bitrix 24 CRM

PERSONAL DETAILS

■ Date of Birth	: 05-06-1996
■ Gender	: Male
■ Civil Status	: Single
■ Nationality	: Sri Lankan
■ Passport No.	: N7082017

SKILLS

- Creativity
- Interpersonal Skills
- Critical Thinking
- Problem Solving
- Teamwork Skills
- Communication
- Collaboration
- Active Listening
- Adaptability
- Negotiation
- Management
- Leadership skills
- Administrative skills
- Sales skills

Documentation and reporting	★★★★★
Customer-oriented	★★★★★
Excellent problem-solving abilities	★★★★★
Stock management	★★★★★
CRM	★★★★★
International sales support	★★★★★
Microsoft Office	★★★★★

LANGUAGE SKILLS

■ English-Excellent	
(Speaking, Writing & Reading)	
■ Sinhala-Native	
■ Russian - Basic	

EXTRA CURRICULAR ACTIVITIES

- Member of School Senior Brass Band (Deputy Band Leader in 2015)
- Member of School Basket Ball Team
- School Junior Prefect in 2011
- School Senior Prefect in 2014
- Participated in "Sandamalee" stage drama of State Children's Drama Festival 2015 as a Co-Music Director. (As a Guitarist and Saxophonist)

Customer Care Agent

December 2020 - September 2021

• ELSTEEL Pvt Ltd, Sri Lanka

• International Client Handling

- Evaluation of customer information to explore issues, develop potential solutions and maintain high-quality service
- Coordination of timely responses to online customer communication and researching complex issues
- Compiling monthly sales reports and discussion of results with administrators
- Responding customer inquiries and concerns within set deadlines
- Communication with accounting department to resolve credit and billing issues
- Keeping accurate records of all customer interactions and transactions
- Provision of excellent customer service by efficiently resolving issues and responding to inquiries
- Handling of main Plants in Denmark, Poland and India.
- Handling Clients in Russian and Israel regions

Officer - Operations

July 2019 - July 2020

• VFS GLOBAL, Schengen Visa Centre, Sri Lanka

- Document scrutiny and collection of applications for visa processing
- Handling customer/applicant queries for Norway, Denmark, Finland, Lithuania, Switzerland, Poland, Sweden, Netherlands and Greece
- Handling cash and bank related transactions if assigned and ensure 100% accuracy
- Recording & maintaining all application data
- Ensure all administration and logistics of passport delivery to consulate/ applicant / logistic company etc.
- Maintaining compliance to the standard operating procedures, manuals etc. without deviation in process
- Informing applicants about the available Value Added Services and ensure delivery of Value Added Service options to applicants/ customers
- Handling Biometrics of Visa Applicants

Junior Executive - Operations

August 2017 - October 2018

• Union Bank Finance, Sri Lanka

- Identification of potential customers and negotiation of credit requirements with the customer based on company rules and regulations
- Conducting necessary investigations
- Preparation of credit appraisal based on the investigation and forward the documents Branch Manager for further recommendation
- Following up with the Finance Department until the payment is disbursed to the customer
- Ensuring recoveries are done on time of disbursed facilities.
- Attending and engage in campaigns, promotions and dealer visits when required
- Processing customer transactions, Maintaining customer and financial data and supporting cash management activities

Sales Executive - Operations

February 2017 - July 2017

• Fleming International, Sri Lanka

- Managing customer expectations through strategic communications and helping each navigate sales processes
- Helping organized sales events and meetings, including preparing materials and setting up spaces
- Tracking, measuring and reporting on trends for sales team analysis and decision making
- Demonstrating products to customers, answering questions and redirecting objectives to positive features
- Usage of consultative sales approach to understand customer needs and recommending relevant offerings

ACHIEVEMENTS

- Winner of the International Online Competition of Professional Translation Excellence “Word Skills” held by Federal State Budgetary Educational Institution of Higher Education – Russia
- Certificate of Appreciation for involvement and active participation in the life of Talivenda LLC, Yoshkar-Ola – Russia
- Awarded the Best Music Director On Sarasavi Drama Festival in Sri Lanka -2018

REFERENCES

■ Tatyana Vladimirovna Sales Manager,

I Spring Solutions-Russia

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■ Wei Ming Lee Director,

Star Lanka Travels-Sri Lanka

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