

JEYASHANGAR DEWAYANI

BM H MARKETING

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PROFESSIONAL SUMMARY

Motivated, responsible, and dedicated final-year undergraduate pursuing a Bachelor of Management Honours in Marketing Specialist. Passionate about marketing, customer relationship management, and business growth. Eager to apply academic knowledge, develop professional skills, and contribute effectively to organizational success. Seeking internship opportunities in the banking and financial services sector to enhance practical experience and career growth.



EDUCATION

- **Bachelor of Management Honours in Marketing Specialist** 2023 – 2028
Horizon Campus, Sri Lanka
Final Year
- **G.C.E. Advanced Level** 2020
Mo/ Thiruvalluvar TMV
- **G.C.E. Ordinary Level** 2017
Mo/ Thiruvalluvar TMV



PROFESSIONAL EXPERIENCE

- **Customer Care Executive** 2026 Present
Success Domestic PVT, Colombo
- Handling customer inquiries and providing accurate information.
 - Resolving customer issues and ensuring customer satisfaction.
 - Maintaining customer records and updating information.
 - Communicating effectively with customers via calls and messages.
 - Working collaboratively with the team to achieve daily targets.
- (1 – 2 months and currently working)
- **Hotel Cashier** 2022 – 2023
Hotel (Name not disclosed), Sri Lanka
- Handled cash transactions accurately and efficiently.
 - Provided excellent customer service to ensure guest satisfaction.
 - Maintained daily sales reports and balanced cash at the end of shifts.
 - Worked in a fast-paced environment with strong attention to detail.
- **Small Business Owner** 2021 – 2022
Self-Employed, Sri Lanka
- Managed daily operations and customer engagement.
 - Handled purchasing, sales, and basic financial management.
 - Developed marketing strategies to increase customer reach.
 - Gained valuable experience in business management and leadership.



CERTIFICATIONS

- ✓ Diploma in Teaching English
- ✓ Diploma in Human Resource Management
- ✓ Diploma in Management & Marketing
- ✓ Diploma in Sinhala Language
- ✓ Basic IT Diploma
- ✓ Graphic Design – Level 3



SKILLS

- ✓ Communication Skills
- ✓ Customer Service
- ✓ Teamwork & Leadership
- ✓ Problem Solving
- ✓ Presentation Skills
- ✓ Creative Content Creation



MICROSOFT OFFICE SKILLS

- | | | |
|---|----------------------|---|
| W | Microsoft Word | ✓ |
| X | Microsoft Excel | ✓ |
| P | Microsoft PowerPoint | ✓ |



LANGUAGES

- Tamil – Native Proficiency
- English – Professional Working Proficiency
- Sinhala – Professional Working Proficiency



REFERENCES

- ◆ **Mr. Santhanam Rajenthiran**
Principal, Mo/ Thiruvalluvar TMV
☎ 077 978 7379
- ◆ **Mr. Terence Kahapolaarachchi**
Dean – Faculty of Management, Horizon Campus
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