



DILINA RANMUDU

Supply Chain Coordinator 3PL/ Customer Service Specialist / Administration

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📍 Sri Lankan 🇱🇰 📅 1995-11-28 🌐 linkedin.com/in/dilinaranmudu

✅ Available for join

👤 PROFESSIONAL SUMMARY

Experienced logistics and customer service professional with 8+ years of Gulf experience in 3PL operations, administration, and client coordination. Skilled in SAP, GACWARE, Excel reporting, KPI monitoring, and logistics documentation. Proven ability to manage warehouse operations, cargo coordination, and customer relationships while ensuring operational efficiency and service excellence.

📁 WORK EXPERIENCE

04/2022 – 02/2026
UAE

- CUSTOMER SERVICE COORDINATOR - 3PL LOGISTICS OPERATIONS GAC LOGISTICS - AFRICAN & EASTERN

Motivated and customer-focused professional with 2 years of experience as a Customer Service Coordinator department in the UAE.

- Prepared monthly KPI performance reports and operational documentation to support logistics management.
- Managing calendars, scheduling meetings, and appointments.
- Handling incoming and outgoing communications, including emails and phone calls.
- Maintaining the privacy of the executive and their clients.

06/2021 – 02/2026
UAE

- CUSTOMER SERVICE ASSISTANT / ACCOUNTANT GAC LOGISTICS - MARKS & SPENCER

Promoted to manage customer interactions, financial transactions, and Handled E-commerce operations for UAE clients, coordinating order processing, documentation, and delivery to ensure efficient logistics operations.

- Skilled in preparing client-specific invoices, packing lists, and quotations in line with customer requirements and company standards.
- Experienced in coordinating cargo truck logistics for UAE and GCC deliveries, ensuring timely and cost-efficient operations.

10/2020 – 05/2021
UAE

- ADMINISTRATOR GAC LOGISTICS - MARKS & SPENCER

- Coordinated customer service operations under the Al-Futtaim team.
- Managed GCC documentation for apparel items (SASO, SABER).
- Oversaw truck scheduling and handled customer claims efficiently.
- Experienced in using HS codes for the Certificate of Origin (COO) process via the **Dubai Trade** website.

08/2019 – 09/2020
UAE

- TALLY CLERK & OPERATION EXECUTIVE GAC LOGISTICS - MARKS & SPENCER

Tally Clerk with 5 months of experience at GAC Marks & Spencer, UAE, responsible for accurate inventory tracking, shipment verification, and maintaining detailed records to support efficient warehouse operations.

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| 02/2017 – 02/2019
QATAR | - RECEPTIONIST
AL RAYYAN HOTEL
2 years of experience as a receptionist at Al Rayyan Hotel, Qatar, providing excellent customer service and managing front desk operations. |
| 03/2015 – 04/2016
SRI LANKA | - RECEPTIONIST
AIRPORT GARDEN HOTEL
Providing excellent customer service and front desk support. |

SKILLS

Job-related skills

- Proficient in SAP, GACWARE, Zoho, and Tally for finance management, inventory control, and operational coordination.
- Strong expertise in Microsoft Excel including VLOOKUP, XLOOKUP, PivotTables, IF formulas, and advanced data analysis techniques to support reporting, operational insights, and process efficiency.
- Highly skilled in Microsoft Outlook, Microsoft Word, and Microsoft PowerPoint with strong professional email communication and documentation capabilities.
- Proven ability to manage client inquiries, resolve operational issues efficiently, and maintain strong professional relationships while ensuring high service standards.
- Logistics & Operations Management: Experienced in logistics documentation and operational processes including Air Waybills (AWB) through FedEx and Aramex, KPI reporting, Goods Receipt Notes (GRN), Goods Dispatch Notes (GDN), and Local Goods Pass (LGP) processing.
- Warehouse & Inventory Management: Strong knowledge of warehouse operations, inventory control, and documentation processes ensuring accurate stock management, smooth goods movement, and efficient operational workflows.

EDUCATION

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| 09/2014 – 02/2015
SRI LANKA | English Master Degree
National Institute of Business Management |
| 04/2014 – 12/2014
SRI LANKA | Hotel Operation Course
Swiss Lanka Hotel School |

FOREIGN LANGUAGES

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| <ul style="list-style-type: none"> • English — Native/Bilingual • Arabic — Basic
20 % | <ul style="list-style-type: none"> • Hindi — Native/Bilingual • Sinhala — Native/Bilingual |
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