Nishama Madushani

BUSINESS DEVELOPMENT | GLOBAL MOBILITY | OPERATIONS

Dubai, United Arab Emirates | +971 50 2724293 | nishama.q@gmail.com | LinkedIn

PROFESSIONAL PROFILE

Dubai-based business development and client-service professional currently connecting prospective clients with creative, digital marketing, branding, and content services at Visra Universe. Brings global mobility, event operations, stakeholder coordination, and systems and reporting experience across Dubai organizations.

CORE EXPERTISE

Business development: new client identification, needs assessment, proposals, and follow-up. **Global mobility:** relocation coordination, assignee and HR support, and vendor collaboration. **Operations:** event parking and access, systems and reporting, compliance, and process improvement.

PROFESSIONAL EXPERIENCE

VISRA UNIVERSE — Dubai, UAE

Business Development Executive — Aug 2026 - Present

- Identify and engage prospective clients, assess business needs, and recommend creative, digital marketing, branding, and content services.
- Coordinate discovery conversations, proposals, and follow-up throughout the business development process.
- Build client relationships and connect service offerings with client objectives and growth opportunities.
- Work with creative, content, and digital teams on tailored solutions and clear project handovers.

HELPXPAT — Dubai, UAE

Global Mobility Consultant — Mar 2025 - Aug 2026

- Serve as the primary contact for assignees, client HR teams, and relocation management consultancies including SIRVA, Metrica, Cartus, Santa Fe, and Delight.
- Manage relocation support for clients including Dior, PwC, Raytheon, Majid Al Futtaim, Caterpillar, and GROHE.
- Assess budgets, timelines, and relocation preferences; coordinate home search, school search, orientation, and settling-in services.
- Coordinate internal teams and external vendors across transportation, packing, documentation, and destination services.
- Maintain case records in Zoho Creator, ATLAS, RELO, and client platforms, supporting data accuracy and compliance.
- Lead client review meetings, share progress updates, resolve issues, and contribute to operational improvements.

DUBAI WORLD TRADE CENTRE — Dubai, UAE

Supervisor — Dec 2023 - Apr 2025

- Directed daily parking operations and coordinated with HR, Customer Care, Procurement, Contracts, and Asset Management.
- Managed Dubai Police security clearances and supported ERP, Oracle Service Cloud, SKI Data, and KTC parking systems.
- Maintained violation trackers and prepared monthly, annual audit, operational, and compliance reports.
- Oversaw parking and access card issuance for staff and tenants during events including GITEX, Gulfood, Arab Health, The Big 5, and ATM.

PROFESSIONAL EXPERIENCE (CONTINUED)

DUBAI WORLD TRADE CENTRE — Dubai, UAE
Administrator — Nov 2018 - Dec 2023
Expo 2020 assignment — Jul 2021 - Apr 2022

- Managed parking, access cards, QR codes, and pre-reserved lots; processed security clearances and maintained operational reports using ERP, Oracle, SKI Data, and KTC systems.
- During the Expo 2020 assignment, coordinated staff, personal, and vehicle access passes with the Expo security team; maintained access records and resolved pass issues.

M&F — Dubai, UAE
Sales Coordinator — Dec 2017 - Nov 2018

- Supported customer service and sales administration, coordinated schedules and records, and responded to customer inquiries and service issues.

DUBAI DUTY FREE, DUBAI INTERNATIONAL AIRPORT — Dubai, UAE
Marketing & Sales Associate — May 2016 - Jul 2016

- Promoted Seiko GPS Astron and Casio products through demonstrations and events; maintained displays and gathered customer feedback.

EDUCATION

MADONNA UNIVERSITY | Michigan, USA — Sep 2015 - Dec 2018

BSBA (Hons.) in Business Administration; BBA in International Business

Relevant coursework: Strategic Management, Business Analytics, Financial Management, Marketing, Operations, Project Management, Business Law and Ethics.

EMIRATES ENGLISH SPEAKING SCHOOL | Dubai, UAE — Sep 2007 - Apr 2015

Secondary and Higher Secondary, Commerce Stream

RECOGNITION

Prompt Engineering (AI Systems) - Dubai Future Foundation — Aug 2025
5th Year Anniversary Service Award - Dubai World Trade Centre — Feb 2024
Employee of the Quarter - Tamaiyuz (Dubai World Trade Centre) — Oct-Dec 2022
Outstanding Efforts at Expo 2020 - Dubai Police — Jun 2022

SYSTEMS & LANGUAGES

Systems: CSCS (DFZC - Dubai Police), Oracle Service Cloud, ERP, SKI Data, KTC, Microsoft Office, Zoho Creator, ATLAS, SIRVA Search Engine, and RELO.
Languages: English (Native), Sinhala (Bilingual), Hindi (Basic), Arabic (Basic).