



## MANORI N. LIYANAARACHCHI

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### OBJECTIVE

Seeking a professional working environment in a rewarding position to utilize and enhance on acquired multi skills in order to meet career and organizational challenges.

### HONORS AND AWARDS

- Nominated for **Service from the Heart – Dialog Awards 2015.**
- Star of the month for achieving all divisional Key Performance Indicators for the month of;  
**\* March 2017      \* December 2016      \* July 2016      \* November 2016**
- BRAVO AWARDS** – Most Efficient & Best Client Support 2011.
- SILVER AWARD** – SME sales team of the year - Dialog Awards 2015 & 2011.
- SPECIAL SPOT AWARD** – Highest Achievement in VAS-Q3 2011.

### KEY SKILLS

#### AREAS OF EXPERTISE

- Customer satisfaction
- Interpret customer feedback
- Active listening
- Customer solutions
- Managing customer Data
- Interpersonal skill's
- Managing expectations
- Telephone Etiquette
- Email handling
- Resolving problems

#### PERSONAL SKILLS

- Identifying a customer's individual needs.
- Dealing with challenges.
- Able to handle complaints and difficult situations.
- Can work with minimal supervision.
- A motivated team player.
- Assertive techniques to manage difficult behaviors.
- Professional and friendly at all times with great energy and enthusiasm.
- Committed to equal opportunities and anti-discriminatory practices.

### CUSTOMER SERVICE SKILLS

- Always looking at different ways to improve the service given to customers.
- Understanding the needs of callers.
- Knowledge of administrative procedures.
- Can handle criticism, put-downs, arrogance, persistence or patronizing behaviors.
- Able to create a positively memorable service experience.
- Juggling administration tasks and reception duties effectively.
- Experience of computerized switchboards.
- Able to control my tone of voice.
- Proficient in the use of Microsoft Office tools.
- Strong organizational and prioritization skills.
- Previous experience of working in a call centre environment.

## Work experience

### Dialog Enterprise - Large & Medium Business

CUSTOMER SERVICE OFFICER June 2004 – Present

Responsible for completing the sales and returns process from initial customer request either via telephone / facsimile / email through to arranging delivery or collection.

- Turning complaints into opportunities.
- Responding to all requests for information/enquiries quickly.
- Recording details of all inquiries, comments and complaints.
- Solving customer service problems.
- Keeping track of all team deadlines and targets.
- Logging, processing and progress chasing enquiries.
- Getting an encouraging feedback from customers on the service they have received.
- Disagreeing agreeably - saying 'no' when you have to.
- Helping out with the induction & training of new customer services assistance.
- Receiving and processing cash payments.
- Handling complex queries and complaints

### INNODATA ISOGEN LANKA LTD. (1999 – 2002)

DATA ENTRY OPERATOR 1999 – 2002

## Academic qualifications

- Followed an **IELTS** course at British Council.
- Graduate/Postgraduate Diploma in Marketing at **SLIM** (Sri Lanka Institute of Marketing) and successfully completed the 1<sup>st</sup> step.
- Courses in English Language at the British Council and successfully completed two 50 hour courses.
- Course in Basic English at the Open University, Nawala and Passed the 1<sup>st</sup> Semester in the year 1999.
- Computer Diploma Course at Tec Sri Lanka – Nawala for one year in 1999.
- Computer Typing (Data Entry) and Word Perfect 5.1 for 3 months at the Melbourne Computer Academy – Panadura and attend a speed of 40 words per minutes at present I have a speed 75 words WPM.
- Certificate in Information Technology (CIT) and obtained a Credit pass from the Laksili Institute of Vocational Training, Maharagama and followed a Course in Certificate in Despot Publishing (CDP) and Excel 2000 in the about institute.

## Educational Qualifications

- Passed G.C.E (O/L) Examination – 1994

Subject	Grade
Sinhala	D
Religion	C
English	C
Commerce	C
Science	C
Social Studies	C
Mathematics	S
Art	S

- Passed G.C.E (A/L) Examination – 1997

Subject	Grade
Logic	C
Economics	S
Commerce	S
Accountancy	S

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## Referees

Mr. Vipula Jayasundara  
Senior Sector Manager  
Dialog Enterprise - Large & Medium Business  
Mobile number – 777335116

Mrs. Ursula Fernando,  
Senior Secretary.  
Dialog Enterprise.  
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