

# Farween Lubna Farook

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## Career Objectives

I am a Prospective, energetic, honest and hardworking applicant seeking any suitable position in your esteemed establishment. Background includes good basic education and good moral character. I am highly enthusiastic and looking forward to accept any challenge in my new position and environment.

## Work Experiences

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- **Oct 2011 to Present:** Insurance Executive/Allianz Insurance Lanka Limited, Sri Lanka.
  - Customer care management and providing solutions then and there for claim inquiries.
  - Coordinating with brokers, Financial Institutes and Marketing staffs and resolving issues within a time frame.
  - Claim processing and providing speedy claim settlements – General Claims.
  - An evacuation warden of full option department under Business Continuity Plan.

## Academic Qualification

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- **2007: Foundation Level in Computing** - Kelaniya Zonal Computer Resource Centre
- **2011 - 2012: Diploma in ICT** - Aquinas University and Higher Studies
  - Merit Pass
- **2010 - 2011: Diploma in English** - Aquinas University and Higher Studies
  - Merit Pass
- **1996 - 2006: IEMS Examinations** - Institute of Examinations in English, Music & Speech, Colombo.
- **1998 – 2000: LAMDA** (London Academy of Music & Dramatic Art)

## Professional Qualification

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- **2017: Certificate in Insurance**-The Chartered Insurance Institute
- **2015: Diploma in Insurance** - The Sri Lankan Insurance Institute
- **2015:Certificate Course in Human Resource Management (CCHRM)** – Institute of Personnel Management Sri Lanka (IPM)
- **2013 – 2014: Management Courses** - Aquinas University and Higher Studies
  - Post Graduate Diploma in Management.
  - Advance Diploma in Management.
  - Diploma in Management.
- **2012 – 2013: Licentiate Examination** - Insurance Institute of India
- **2011:Technical Competency Course in General Insurance** - Sri Lanka Insurance Institute

## Skills

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- Excellent communication skills, both written and verbal.
- Proficient with Microsoft Office application.
- Highly organized and detail oriented.
- Exceptional ability to adapt to a rapidly changing environment and requirements.
- Proven ability to work independently and in a team environment.
- Profound ability to exercise independent judgment, decision and high level of confidentiality.
- Ability to work under pressure and time management.
- Ability to provide excellent customer service.
- Ability to maintain cooperative working relationships with colleagues.

## Educational Qualifications

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- **G.C.E. Advanced Level Examination – ARTS STREAM(2010)**

WP / KE Sapugaskanda Vishaka Balika Vidyalaya.

- Logic & Scientific Method A
- Elements of Political Science A
- General English A
- Sinhala Language B

- **G.C.E. Ordinary Level Examination – (2007)**

WP / KE Sapugaskanda Vishaka Balika Vidyalaya.

5A's 1B' 3C's

## Personal Details

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Name with initials	F. Lubna Farook
Age	27 years
Date of Birth	23July 1991
Gender	Female
NIC Number	917050805V
Permanent Address	No 301/7, Mihindu Mawatha, Makola North, Makola.

## Extra Curriculum Activities

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- Member of School Netball Team, under 12, under 15, under 17 & under 19.
- Participated in Inter school, Inter-zonal, Divisional, & District Level.
- Member of School Volleyball Team, under 12, under 15, under 17 & under
- Participated in Inter school, Inter-zonal, Divisional, & District Level.
- Member of School Football Team, under 15 & under 17. Participated in Football Tournaments conducted by Sri Lankan Football Federation.
- Member of a quality circle.
- Junior Perfect 2004 – 2005.
- Senior Perfect 2008 – 2009.
- Participated in Leadership Training Camp conducted by School Perfect Board.

## Non-Related Reference

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### **Mr. Anuradha Hettige**

Senior Assistant Manager,  
Motor Claims  
Allianz Insurance Lanka Limited,  
Sri Lanka.  
No 675, Dr Danister De Silva  
Mawatha (Baseline Road),  
Colombo 09.  
**Tel:** 077 7270374  
Email:  
[anuradhaha@janashakthi.com](mailto:anuradhaha@janashakthi.com)

### **Mr. T P Abdeen.**

Former Assistant Director of Sports  
Lyceum International School  
Wattala.  
No 32, Royal Pearl Gardens road,  
Handala,  
Wattala.  
**Tel:** 071 4916300 / 4813808

I hereby declare that the above mention details are true and correct for that the best of my knowledge.

F. Lubna Farook

01/02/2019