

CURRICULUM VITAE

PERSONAL INFORMATION

Name : W. Thilini Amela Fernando
Gender : Female
Date of Birth : 29th June 1988
Interests : Dance Choreography, Visiting Educational Exhibitions & Learning Languages

CONTACT INFORMATION

Address : 221/31, Isuru Mawatha Panadura
Contact No : 0094 768906314
Email Id :Thilinfo@gmail.com

SKILLS

MS OFFICE: MS Word, MS Excel etc..

LANGUAGES: Fluent (speaking, reading & writing) in English + Sinhala

Certification:-

ISO 9001:2008 Quality Management System:
Certified Internal Auditor

OBJECTIVE

To secure a promising position that offers both a challenge and a good opportunity for growth in a diverse environment.

SUMMARY

Polished, professional offering:

- Six years of experience providing customer support & service.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.

EDUCATIONAL QUALIFICATION

Successfully Completed London Examinations G.C.E. – Edexcel International – Advanced Level (June 2007 – Accounts, Business Studies, Computing & Economics). Sri Lankan School Muscat (OMAN)

WORK EXPERIENCE

1. DOSTEEN Doors & Engineering Services L.L. C – The Professional Doors Supplier (ISO 9001: 2015 Certified) – Sultanate Of Oman

Commercial Assistant: From August 14, 2011 - February 28, 2018

Job role:

- Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs.
- Managed a high-volume workload within a deadline-driven environment and consistently met performance benchmarks in all areas (speed, accuracy, volume).
- Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
- Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.
- Preparation of detailed timely reports, and corresponding via emails/ internet to ease operations and achieve set targets.

NONRELATED REFEREES

MR. LAHIRU GAMAGE - Assistant Manager – Customer Relations

DOSTEEN Doors & Engineering Services LLC (OMAN)

GSM: 0094 777748447

MR. VIANI HARRISON - Plant Manager

SRILANKAN SCHOOL MUSCAT (OMAN)

GSM: 00968 92138183

I do hereby certify that the details above furnished are true and accurate to the best of my knowledge and belief.

Thilini Fernando