

Shanaz Thajudeen



CAREER OBJECTIVE

A highly motivated and self-starting individual looking for a position as Work at Home agent with an organization where my extensive experience will be utilized to provide outstanding service to each customer.

EMPLOYMENT

Bharti Airtel Lanka Pvt Ltd – October 2008 -To October 2013

Customer Services (Head Office), Main Showroom.

- Dealing with walk-in customers regarding their purchases, billing issues, Company produce & services with a good experience
- Coordinating & resolving internal customer issues & the Outlet needs with the Administration Department
- Maintaining the Detail Bill Request Reports & Coordinating with the concerned personal
- Handling Cash Operations-Preparing & finalizing the Outlet Cash report
- Handling customer complaints in order to increase retention and obtaining sales leads in order to achieve a higher customer base.
- Ensure processes are adhered at the Showrooms which will meet the Company's objective of Customer Satisfaction.
- Ensure the following activities are carried out efficiently at the showroom – Customer Interaction, Activations, Collections, Walk in Sales Management and Process Compliance
- ISO Documentation relevant to the job and resource maintain at the service outlet
- Ensure all system compliance is up to expected standards.
- Contributed for a successful launch to the company in Sri Lanka

Dialog Telekom PLC – February 2005 to October 2008

Credit & Billing Division & Customer Service Division.

Designation – Officer

Department – Credit & Billing Division

- Job consist of dealing with walk-in customers regarding their billing issues, Refunds, Complaints with a good experienced team and its imperative in this environment that we work as a team and ensure a high level of Customer Service.
- Prepared the Activation Reports in the outlet
- Experienced in leading a team
- ISO Documentation relevant to the job and resource maintain at the service outlet
- Prepare the weekly and monthly Transactions, performance reports of the respective outlet
- Have given On The Job trainings to franchises & new comers

Department –Customer Service

- Handled with Walk-in customers regarding their Purchases, Products & services
- Handled customer complaints in order to increase retention
- Prepared the daily ,weekly and monthly Billing Transactions report of the respective outlet
- Maintained the Third party transaction Database in the outlet
- ISO Documentation relevant to the job and resource maintain at the service outlet
- Maintained the standards of the day to day Interactions – Activations, Address changes, Refunds

PROFESSIONAL BACKGROUND

- Successfully Completed a course in International Associations of Book Keepers(IAB) at Academy of business Studies in June 2002.
- Successfully completed a course in Computer Graphic Designing at Technical Educational Institute (TEI) in July 2004
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- Successfully completed the National Diploma in IT at TEI in September 2004

PERSONAL INFORMATION

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| • Date of Birth | March 26 th 1982 |
| • Place of Birth | Colombo |
| • Citizenship | Sri Lankan |
| • Gender | Female |
| • Civil Status | Married |

CHARACTER REFERENCES

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I hereby declare that the particulars given above are true to the best of my knowledge and belief.
If I am given a chance to join your team I will be sincere towards my profession and I'll work for the fame and reputation of the team and the company.

Shanaz Thajudeen