

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

- **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

- **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

- **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

- 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

- **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

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

- 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 19.
- 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

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

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