

Fathima Silmiya

Sri Lankan | Female | Married | 29-05-1991

EXPERIENCE - 4+ years

Ekwa Marketing - Return on Investment and Call Analysis

Jun 2014 - Dec 2016

- Manage, track and review calls
- Fix call tracking issues
- Produced Detailed Call Analysis and Text Feature Reports
- Researched on innovative ideas to produce meaningful call reports

Ekwa Marketing - Client Coordinator

March 2012 - May 2014

- Handled client issues and suggested ideas for their website to appear better.

EDUCATION

BSc (Hons) in Business Information Technology - Degree

Staffordshire University (UK)

Information Communication Technology - Diploma

Asia Pacific Institute of Information Technology

Foundation Program

Asia Pacific Institute of Information Technology

Academic Excellence in London Academy of Music and Dramatic Art (LAMDA) for Practical English - Certificate

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PROFILE

2+ years handled, analyzed and reviewed inbound calls. Prepared detailed call analysis and text feature reports. 2+ years of strong client relationship builder based on service, support and follow through. An experienced professional who excels in providing solutions and innovative ideas to the clients.

SKILLS

Languages: English, Sinhala & Tamil

Virtual: MS Office, Google applications, Call Tracking Metrics, Social Media handling