

# CURRICULUM VITAE

## PERSONAL INFORMATION

Name : W. Thilini Amela Fernando  
Gender : Female  
Date of Birth : 29<sup>th</sup> 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***