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**Profile**

Customer service specialist with 5 years of experience in meeting organizational and operational objectives. Having proven ability of analyzing and resolving customer concerns using established procedures, examining pertinent information to determine validity of customer complaint and to determine responsibility for errors and resolution, throughout the order process. Within a small period of time gained extensively vast amount of knowledge of industry products and services in insurance. Verified achievement of performance bench marks in all areas.

**Professional Experience**

**Customer Service Representative**

**2008-2013, Lanka Bell (PVT)Ltd, Kandy.**

* Maintain an accurate and current database
* Promoting products to customers.
* Cashier handling.
* Maintaining branch stocks.
* Issuing stocks to marketing staff.
* Maintaining stock levels.
* Identify and develop sources of potential clients
* Effectively communicate with clients via telephone, face-to-face.
* Develop and maintain relationships which benefit client
* Overcome client resistance/objections to products
* Enquiry Handling
* Effectively employ sales skills to confirm profitable enquiries
* Maintain an effective tracking system for enquiries to confirmation or release stage
* Evaluate and grade enquiries for profitability/suitability.
* Effectively communicate function details and client requirements to operations
* Effectively manage Group and Venue diaries to ensure optimum profitability of operation.
* Tele-sales campaigns to achieve sales
* Internal Communications Skills.
* Identify and maintain database of Top Clients.
* Provide time-phased, qualified reports on achievement and activities.
* Plan diary to make effective use of working day.
* Handle correspondence related to all selling activities.

**Executive – Operations**

**2013- Present, Arpico Finance Company PLC, Kandy**

* Entering new files(HP/Lease) to the system.
* Maintaining documentations of the branch.
* Participate in putting the company strategies in short and long term.
* Maintaining Insurance database.
* Handling Insurance renewals.
* Inquiry Handling
* Maintain an accurate and current database.
* Cashier Handling.
* Cash balancing & banking .
* Attending & coordinate marketing promotions.
* Help to branch recovery processes.
* Maintaining reports & updates.

**Professional Qualifications**

* G.C.E. Ordinary Level - St.Thomas’ College Matale, Sri Lanka.
* G.C.E Advance Level – St.Thomas’ College Matale. Sri Lanka.
* Certificate of Banking And Finance (CBF) - Institute Of Bankers Of Sri Lanka

**Skills**

**Skill Name Skill Level Last Used/Experience**

Customer Service Good Currently used/5 years

MS Word, Excel and Power Point Good Currently used/5 years

Dispute Resolution Good Currently used/5 years

Sales Lead Generation Good Currently used/5 years

Data Entry Good Currently used/5 years

**Personnel details**

* Bachelor
* 25 years age
* Male

**References Available Upon Request**