**YAGAMA**

[**YAGAMA.183076@2freemail.com**](mailto:YAGAMA.183076@2freemail.com)

**Career Objective:**

Seeking a position that will allow me to fully utilize my communication, clerical, and problem solving skills.

**Summary of Qualifications**

* Over 4 years of customer care and clerical experience in fast paced environments
* Highly skilled in greeting customers and answering phone calls
* In-depth knowledge of maintaining paper and electronic filing systems for records and messages
* Hands-on experience in distributing incoming manual mail and email
* Track record of answering everyday letters and email
* Demonstrated ability to operate fax machines, copiers and phone systems, and other office tools
* Proven ability to make use of computers for spreadsheet, word processing, database management, and additional applications
* Thorough understanding to complete forms in keeping with company procedures
* MS Office Suite

**Professional Experience**

**Regional Educational Institute, Abu Dhabi October 2012 - Present  
Front Office Executive**

* Prepare, record, check over and proofread correspondence, invoices, presentations, brochures, publications, reports and relevant material
* Record and prepare minutes of meetings
* Organize travel schedules and book reservations
* Determine and launch office procedures
* Open and distribute incoming regular and electronic mail and other material and co-ordinate the flow of information internally and with other departments and organizations
* Set up and uphold manual and automated information filing systems
* Order workplace supplies and maintain record
* Schedule and verify appointments and meetings of managers
* Answered telephone and electronic enquiries and forwarded telephone calls and messages to appropriate person
* To greet visitors, determine nature of dealing and send visitors to correct person
* Handling incoming & outgoing phone calls records
* Maintain Filing record & Taking Care at all the correspondence
* Handling Courier incoming / outgoing
* Maintaining Stationary and attendance Register
* Arranging for internal meetings / conference room
* Maintained records of bills (Telephone, Electricity, courier etc.)
* Data entry and all typing work

**Sri Lankan Air Lines,** **Colombo, Sri Lanka May 2007 – September 2008**

**Airline Ticket Staff & Customer Care Agent**

* Examine passenger ticket or pass to direct passenger to specified area for loading.
* Plan route and computes ticket cost, using schedules, rate books, and computer.
* Read coded data on tickets to ascertain destination, mark tickets, and assign boarding pass.
* Assist passengers requiring special assistance to board or depart conveyance.
* Announce arrival and departure information, using public-address system.
* Sell and assemble tickets for transmittal or mailing to customers.
* Answer inquiries made to travel agencies or transportation firms.
* Responsible for working on the phone and in person to provide information about travel plans for customers.
* Informed customers about arrival and departure times, reserving tickets with a particular airline, and a wide variety of other topics.
* To greet passengers, guiding them to the proper terminal, explaining airport regulations, and asking for volunteers to take a later flight when one has been overbooked.
* Obtained air tickets for the employees / Employers and their families.
* Arranged hotel reservation for guests, employees and employers.

**Mobitel Pvt. Ltd. Colombo, Sri Lanka September 2008 – 12 August 2012**

**Customer Care Representative**

* Handled incoming requests from customers and ensure thatissues are resolved both promptly and thoroughly.
* Thoroughly and efficiently gathered customer information, accessed and fulfilled

Customer needs, educated the customer where applicable.

* Provided quality service and support in a variety of areas including, but not limited

to billing, placing print orders.

* Troubleshoot customer issues over the phone & over the counter.
* Sold mobile connections, Data Connections and Mobile phones.
* Solved all the customer complaints over the phone and counter.
* Handled counter customer in professional manner.
* Used automated information systems to analyze the customer’s situation.
* Maintained a balance between company policy and customer benefit in decision

making.

* Handled issues in the best interest of both customer and company.
* Handled Every telephone inquiries of the customer

**Professional Qualification**

* Certification in IATA - Mars Reservation and Ticketing, Sri Lankan Airlines, 2008
* B.SC in Information Technology - Sri Lanka Institute of Information Technology 2008, Sri Lanka.
* General Certificate of Education- Advance Levels, Sri Lanka, 2003
* General Certificate of Education- Ordinary Levels, Sri Lanka, 2001

**Computer Knowledge**

* Good knowledge of Microsoft Word, Microsoft Excel and Microsoft Outlook.
* Ability to prepare and present presentations on Microsoft PowerPoint

**Relevant Attributes**

**Communication:**

* Competently handle telephone & face to face enquiries & relate well to customers’
* Ability to brilliantly communicate with people from different cultures and countries
* Ability to effectively interact with team members including mentoring new staffs

**Abilities:**

* Excellent computer skills – Microsoft Office, Internet & Email
* Extensive experience in Airline Industry, in both front desk and back office jobs.
* Ability to effectively perform under pressure and deliver to deadlines
* Well organized and excellent telephone skills

**Personal Qualities:**

* High personal standards-critical thinker and excellent doer
* Highly responsible, and socially knowledgeable
* Strong people skills – an influential team leader – coaches and inspires others
* Team Oriented – work effectively with members of team to gain the best result
* Detail Oriented-patient pursuing the problem till the reason has been exposed
* Pro-active to ideate and initiate plans for corrective actions.