**PERSONAL PROFILE**

A highly organized, trustworthy and responsible Customer Service with over 05 years of experience in the field of Customer Service with Sri LankaTourism Bureau. Well organized and an excellent team player with good Customer service skills with a proven ability to work proactively in a complex and busy office environment contributing to the organizations’ vision, mission and corporate objectives.

**KEY COMPETENCIES**

* Excellent Communication/writing skills in **French, English & Sinhalese.**
* Customer Service Skills, Customer awareness
* Ms Office Applications
* Multitasking
* Coordinating/organising events
* Drive for achievement
* Strategic thinking
* Relationship Building
* Leadership skills
* Continuous improvement
* Team Work skills
* Decision making

**WORK EXPERIENCE**

***Ceylon Tourist Board***

**INFORMATION ASSISTANT** ***1993 -2001***

***Duties and Responsibilities****:*

* Providing customer service support at Colombo International Airport&Head Office
* Providing Information to all Tourists.
* Coordinating with Ceylon Tourist Board offices in overseas
* Organising Familiarization Tours for Media
* Specialized in handling Meeting ,Conference & Exhibition
* Organising Events in Government and Private sector
* Hotel Reservations for locals & Tourists
* Providing information for Cruise Liners when they arrive in Sri lanka by distributing broachers, Shopping and Dining information as well as updating country information.
* Training new staff
* Represented Ceylon Tourist Board ,**Participated in EXPO 2000 in Hannover, Germany** for 6 months

**Qualifications**

***1993*** *Successfully completed General Arts Qualifying Degree (BA Part 1)*

***1989*** *Successfully passed Beginners & Intermediate courses in* ***French Language*** *at* ***Alliance Franchise, Sri Lanka***

***1990*** *Successfully completed advanced course in* ***French language*** *at* ***Alliance Franchise,***

***Sri Lanka***

***1992-1993***

*Successfully passed Level 1 to 3 English for Communication-University of Warwick.*

***1991*** *Successfully passed English for carriers course in University of Colombo, Sri Lanka*

***1984-1987***

*Successfully passed level 1 to 4 in Spoken English Examination- Trinity College London*

***2001*** *Successfully completed MS –Office at NIT Institute, Dubai*

***1990*** *G.C.E Advanced Level*

***1987*** *G.C.E Ordinary Level*

**Personal Information**

**Date of Birth :** 30.10.1971

**Gender :** Female

**Marital Status :** Married



**Gulfjobseeker.com CV No:** **1462878**