**First Name of Application CV No 1637574**

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**PERSONAL SUMMARY**

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing excellent management skills and having the ability to work with the minimum of supervision whilst leading a team of twelve or more. Having a proven ability to lead by example, consistently hit targets, improves best practices and organizes time efficiently.

**CAREER HISTORY**

* Worked as a **HR/Admin Assistant** in OZO Kandy Sri Lanka

(2010 March to 2011 June)

**Responsibilities**

Responsible for assisting in all stages of the recruitment cycle, from responding to enquiries, arranging interviews, completing job offer paperwork and supporting successful staff induction

* Assisting with the day to day operations of the HR Admin department
* Meeting and greeting clients and visitors to the office
* Handling incoming / outgoing calls, correspondence and filing
* Being the first point of contact for all general HR enquiries, administration and correspondence
* Ensuring all paperwork received is scanned and stored both electronically and on the employee's paper file
* Handling staff enquiries on a daily basis
* Talking to both existing and potential employees on a daily basis
* Creating and modifying documents using Microsoft Office
* Writing individual non-standard letters and emails to employees
* Setting up and coordinating meetings and conferences
* Faxing, printing, photocopying, filing and scanning
* Raising of purchase orders and invoice tracking
* Faxing, printing, photocopying, filing and scanning
* Ensuring that all company HR processes and procedures are properly followed
* Worked as a **Team Leader (Customer Service – Call Center Operations)** in First source Dialog Solutions (PVT) Ltd

(2014 May to 2016 January)

**Responsibilities**

Primary job responsibilities were compiling daily, weekly, monthly reports for officers/executives and finalizing the monthly commission evaluations for same & Performance analysis which provide opportunities for team & center performance improvements.

* Directly supervising and coordinating the activities of all customer service employees.
* Handling face-to-face inquiries from customers.
* Working with the sales and marketing team to drive sales forward.
* Training new team members on customer service operating procedures.
* Developing and maintaining productive relationships with all company staff.
* Managing team performance and progress.
* Enforcing all company approved policies and procedures.
* Constantly looking for ways to improve processes.
* Monitoring the performance of junior staff.
* Completing team-related all necessary paperwork.
* Implementing new initiatives and making sure all staff understand them.
* Taking action to correct and staff shortcomings.
* Giving prompt and accurate information on individual staff member performance.
* Attending and participating in team meetings.
* Ensuring a clean, safe and friendly working environment.
* Worked as **Senior Customer Service Associate** in First source Dialog Solutions (PVT) Ltd

(2011 August to 2014 May)

* Handling inbound calls with regard to inquires and complaints of Dialog GSM Mobile, Dialog Television, Dialog Home Broadband and Dialog CDMA.
* Escalation of customer issues to relevant departments and follow-up on resolution.
* Meeting individual KPIs on a daily, weekly and monthly basis.

**ACADEMIC QUALIFICATIONS**

* Successfully completed G.C.E Ordinary Level Examination
* Completed Diploma In Desktop Publishing
* Successfully completed foundation and Intermediate Level of Association of Accounting Technicians of Sri Lanka
* Successfully completed English language program at Gateway language center
* Successfully completed Hardware & software courses
* Successfully completed MS Office

**AREAS OF EXPERTISE**

* Strong knowledge in Handling MS Office Applications (MS Word, Excel, PowerPoint)
* Supervising Staffs
* Managing Processes
* Conflict Management
* Handling Complaints
* Staff Motivation
* Decision Making
* Quick in learning and developing knowledge
* Handling multiple task activities in an effective and efficient manner

**Personal**

* Able to speak to both decision-makers and junior staff in a tactful and sensitive manner.
* Establishing good working relationships with colleagues.
* Ability to negotiate and influence.
* Integrity, humility and an entrepreneurial attitude.
* Friendly and upbeat attitude.

**Language**

* English : Fluent in writing, speaking and reading
* Sinhalese : Fluent in writing, speaking and reading
* Tamil : Fluent in speaking and reading

**EXTRA CURRICULAR ACTIIVITIES**

* Head prefect of the School (2006-2007)
* President of the School Computer Association (2005-2007)
* Member of the Cricket team
* Played Football for the school team
* Treasurer of Environment Society at school (2005-2007)

**Personal Profile**

* Date of birth : 1st February 1991
* Nationality : Sri Lankan
* Gender : Male
* Marital Status : Single