

**Prarthana**

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**Objective**

I’m looking for a position that would help me to further develop my talents and skills for continuous career growth. I’m confident that I will be able to fulfill my duties in conformity to the requirements of the organization and to discharge duties entrusted with dedication and honesty in a growing and challenging environment that can best utilize my expertise.

**Personal Data**

Name with Initials :.Gamage

Date of Birth : 03-12-1987

Religion : Buddhist

Nationality : Sri Lankan

Gender : Female

Marital Status : Spinster

**Personal Summary**

Well mannered conscientious person able to be polite and with honesty. Can contribute extensively and be dedicated to entrusted duties and always be helpful. Bears an excellent inter-personal communication skill, approachable, cheerful and friendly. Capable of interacting with local nationals and foreigners.

**Work Experience**

**5 years experience (2007 May – 2012 May) –** Eagle Insurance PLC and AVIVA NDB Insurance PLC

(Now known as “AIA Insurance PLC”)

Position Held: ***Administration Officer***

* Switching funds upon the request of clients according to the fund market and help them to grow fund of their policies.
* Handling client’s queries over the phone.
* Attending to clients who visit the office.
* Attending financial advisor’s matters with regard to their clients.
* Handling policy claims, surrenders, assignments, re-instatement and maturities.
* Update the clients about their policy re-instatements, surrenders, assignments, maturities and claims.
* Corresponding via email/call with overseas offices (Dubai & UK) regarding policy/client inquires.
* Preparation of the weekly courier to send overseas office and keep records of it.
* Follow up with overseas office to receive the commission statement at the end of the month.
* Preparing the commission structure and commission statement for each advisor and send to accounts department for the preparation of commission cheques and make sure that financial advisor received their commission on time.
* Update the client about necessary documentation requirements. (Eg: at a claim request)
* Upon existing clients request issue of top-up policies as a new business.

**4 years experience (June 2012 – March 2016) -** Brokers (Pvt) Ltd.Position Held: ***Senior Executive*** **- Admin**

* Corresponding with overseas offices (Hong Kong, UK & Singapore) via email to run day to day operations smoothly.
* Use approved online or offline systems to update policy changers or requests and the client database.
* Provides periodic updates to Management.
* Completes assigned tasks within given deadline.
* Ensure all statutory requirements are fulfilled and up to date.
* Ensure complaints are responded to and resolved as per agreed timelines.
* Obtain the commission statement from the overseas office.
* Preparing the commission structure and commission statement for each advisor and send to accounts department for the preparation of commission cheques and make sure that financial advisor received their commission on time.
* Identify procurement needs of the advisors.
* Prepare the weekly report to submit at the meeting with Managers and senior staff members.
* Assist in preparing budget, reviewing cost and savings when require.
* Coordinate and assist in organizing board meetings and if any out bound training for financial advisors.
* Preparation the quotations for the financial advisors/clients
* Aware the client/financial advisor about the benefits & rates of the products
* Provide the applications and other necessary forms that client need to be filled.
* Contact them if there is any query to be solved immediately.
* Preparation of the weekly courier and keep records for the client’s file.
* Contact and update the financial advisors and clients if necessary.
* Update the database of policy renewal list and claim submission.
* Requesting policy literature and stationery based on need and rectification requirements if necessary.

**Relevant Professional Experience**

* Administration
* Coordination
* Team work
* Computer knowledge
* Flexibility
* Supervising
* Reporting

**Key Competencies and skills**

* Confident, hardworking with excellent preparation.
* Work independently or as team work.
* Prompt and efficient service.
* Completes assigned tasks within given deadline.
* Quick Learner and display an interest in important areas of entrusted duties.
* Easy to approach and determined to make difference to individual and communities.
* Customer Service orientation.
* Good working knowledge of computer skills such as Microsoft office software.
* Experienced working with people of different nationals.

**Academic Qualifications**

 Successfully Completed Diploma in Business Administration – NCC Education, UK (August 2007)

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| --- | --- | --- |
| - | Management | - D |
| - | Accounting | - C |
| - | Business Communication | - D |
| - | Quantitative Methods | - C |

* Successfully Completed Sri Lanka Computer Driving License - National Apprentice & Industrial Training Authority
  + Basic concepts of IT
  + MS Word
  + MS Excel
  + MS Access
  + MS Power point
  + Network services
* Successfully Completed Diploma in Graphic Designing (2004) - Russian School of Informatics
  + Adobe Photoshop 7



- Adobe Illustrator 10 Distinction pass

* + Adobe Page Maker 7
  + Adobe In-design 2
* Successfully Completed Information Technology programme at Musaeus Collage Computer Training Center
* Completed a Basic Software Engineering Course at TEC Sri Lanka.
* Participated in Australian National Chemistry Quiz (2005)
* Honors pass in spoken English (1993)
* Merit pass in Western Music Theory & Practical (Grade Initial)
* Passed Western Music Practical (Grade one & two)

**Languages**

* Sinhalese - Native
* English – Fluent
* Hindi – Basic

**Education Qualifications**

Term Ending Examinations at school (1999-2003)

* 2nd Class Merit Certificate in grade 6
* 2nd Class Merit Certificate in grade 7
* 2nd Class Merit Certificate in grade 8
* 1st Class Merit Certificate in grade 9
* 2nd Class Merit Certificate in grade 10

**O/L Examination (2004)**

Buddhism - A

Language (Sinhala) - B

English - A

Science - B

Mathematics - A

History - A

Accounting - B

Dancing - S

**A/L Examination (2006)**

Biology – S

General English – C

Common General Test – 58

(A – Distinction Pass , B – Very Good Pass, C- Credit Pass, S – Ordinary Pass)

**Extra Curricular Activities**

* Member of the school science society
* Member of the school Astronomy society
* Member of the school Buddhist society
* Member of the school Junior Western Band
* Member of the school Dancing group
* Member of the school Computer Society

I do hereby certify that the above particulars are true and correct to the best of my knowledge. In the event of my application being selected, I would assure you to serve the institutional most diligently and honestly.