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| **Sherine Octtavia Chelliah – 2008134**  To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on email: [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidate first to ensure their availability for your job  and send you the quotation for our HR Consulting Fees. |

# Profile

A highly motivated, confident individual with exceptional multi-tasking capabilities and able to work in a target drivenbusy environment.Hardworking with excellent attendance, can work equally well alone or as part of a team. Can communicate effectively with people from diverse backgrounds.

# Experience

Customer Service Officer, Dubai (U.A.E.)

August 2015 - December 2015

Tasked with answering, projecting a professional company image through phone interaction with new and existing clients. Main duties include answering customer enquiries, resolving their problems, up selling & cross selling.

Receptionist/Customer Service, [Hidramani Group](http://www.hirdaramani.com/apparel/production_srilanka.php), Katunayake (Sri Lanka)

February 2014 - January 2015

Respond to inquiries and provide appropriate secretarial support. Responsible for ensuring that customer enquiries are resolved at first point of contact, unless specialist knowledge or further investigation is required. Doing this by using judgement and taking decisions within established procedures for each enquiry.

Cashier/Sales Coordinator, [KINOKUNIYA BOOK STORES](https://uae.kinokuniya.com), Dubai (U.A.E.)

December 2011 - July 2012

Delivering an exceptional cashier service through excellent customer servicing, sales and transactional processing. Identifying common fraud/errors/irregular transactions.Working efficiently under pressure.

Receptionist, Minds FCB Advertising, Colombo (Sri Lanka)

August 2007 - December 2008

Answering / Transferring all internal and external calls. Booking of Meeting Rooms. Receive and sort daily mail/ deliveries/ couriers. Welcoming visitors and providing hospitality towards guests and clients.

# Education

General Certificate of Education - Ordinary Level - 2001

French Language Basic - Department of Language Laboratory (Sri Lanka)

# Skills

Excellent communication skills and telephone manner.Experience of Microsoft software like Word, Excel and PowerPoint.Ability to stay calm under pressure.

# References

Available on request.

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