

# PERSONALITY SKILLS:

* High level of coordinating capabilities
* Ability to work under pressure whilst maintaining a high degree of patience and efficiency.
* Competitive attitude.
* Artistic ability.
* An excellent telephone manner.
* Confident and articulate.
* Communication skills.
* Negotiating and influencing skills.
* Persuasive and diplomatic.
* Highly motivated, flexible and proactive.
* Computer and IT literate.

Attention to detail

# PERSONAL DETAILS

**Date of Birth:**

December 10, 1985 **Marital Status:** Widow

# INTERESTS AND ACTIVITIES

**Languages:** Fluent in English, Sinhala

**IT proficiency:** Word, Excel, PowerPoint, Outlook, Internet

# INTERESTS INCLUDE

Art (Painting), Travelling

**JULIEANNE**

[**JULIEANNE.335934@2freemail.com**](mailto:JULIEANNE.335934@2freemail.com)

# PERSONAL SUMMARY

Detailed-oriented and self-motivated professional offering easily transferable skills and extensive experience in customer service and client relations management. Equipped with dedication to superior service and track record of success in attaining customer satisfaction. Trustworthy, reliable, and hardworking; eager to undertake professional challenges and intensely committed toward getting the job done to achieve favourable results. Excellent communicator with superior decision-making and problem-solving techniques; able to communicate effectively with internal partners and external clients. Recognized as a strong leader and team player; effective in working within fast-paced environments. Right now I am looking for a suitable position with a company that has a unique spirit and which not only believes in giving people the freedom to do a great job, but will also supports them in achieving their future ambitions.

# WORK EXPERIENCE

(2003- 2003) **Grand Hotel Nuwara Eliya Sri Lanka**

Position - Receptionist.

(2003- 2005) **Digital Base (Pvt) Ltd Sri Lanka**

Position- Sales Executive.

(2005- 2006) **Hong Kong and shanghai banking corporation (HSBC)**, -

# Sri Lanka.

Position – Customer Service Representative - Call Center.

(2010- 2014) **Mother’s Touch International Academy for Early Childhood Development and Education, Sri Lanka**

Position – Student coordinator/ lecture in Art & Craft.

(2014-2017) **Regus – Sri Lanka**

Position – Community Manager/ Senior CSR.

# RELATED QUALIFICATIONS AND CERTIFICATES

Training program - Effective communication (Hong Kong and Shanghai Banking Corporation Sri Lanka)

Training program - Service excellence (Hong Kong and Shanghai Banking Corporation Sri Lanka)

Regus - CSR Certification - Level 1 Exam– Passed 96%

# ACADEIC QUALIFICATION

Diploma in Basic Computer Programming and Automated Data Processing Methodology.

Diploma in Childcare Management (2010- 2011).

Diploma in Early Childhood Development & Education (2011-2012).

# EDUCATION

G.C.E O/L - Sri Lanka (December 2002)