

Safreen

[Safreen.338183@2freemail.com](mailto:Safreen.338183@2freemail.com)

Srilankan

D.O.B: 05 January 1995

Deira Dubai

Objectives

Continuous progress on both professional and personal fronts through all round skills with emphasis on assigned targets. Hard work and team spirit thereby anticipating and meeting the challenge arising in the contemporary competitive business environment integrity and given to sustained hard work. And if provide with an opportunity I shall try my level best in satisfying my superiors in rightful discharge of my duties towards the integrity of business and success.

Education & Professional Qualification

**Certificate Level in CIMA [Chartered Institute of Management Accounting UK].**

Imperial college Kandy

Sri Lanka.

**Foundation in AAT [Association of Accounting Technicians].**

Association of Accounting Technicians

Sri Lanka.

**Qualified in IELTS examination with highest band score**

**Diploma in Information and Technology with E-commerce**

E-soft metro campus Kandy

Sri Lanka.

**2014| General Certificate of Education Advanced Level English Medium [Commerce Stream].**

**Kingswood College Kandy Srilanka**

* General English : A
* Economics : B
* Business studies : B
* Accounting : C

**2011| General Certificate of Education Ordinary Level English Medium.**

* Mathematics : A
* History : A
* English : A
* English literature : B
* Science : B
* Religion : B
* Health science : B
* Commerce : C
* Sinhala lang. & literature : C

Work Experience

**Customer Service Executive** 25.06.2015 – Till Date

**General Banking Services**

**Retail Banking and Wealth Management**

**Banking Operations**

**M&S Bank London**

**HSBC Bank GSCC** | 439, Sri Jayewardenepura Mawatha, Welikada, Rajagiriya, Sri Lanka

Employed as a Customer Service Executive in M&S Bank – UK at HSBC Data Processing Limited (HDPL) – Colombo 08, Sri Lanka. [25.06.2015 – Till Date]

**Responsibilities and Job Description**

* Classifying, Processing, Recording, and Opening of M&S current accounts [no monthly fee], and M&S premium current accounts.
* Conducting trainings for new joiners.
* Delivery of products within the agreed SLA.
* Acknowledging customer's through emails about the current status of the applications.
* Identify risk in operations and bring them to the consideration of management.
* Escalation of any errors to the direct line manager.
* Attending online conference/trainings and Cisco web-ex sessions with UK business partners.
* Advising and providing technical support to customer when needed.
* Investigating on errors and feedbacks received from off shore business partner regarding processing of customer applications.
* Switching of savings accounts on maturity to other financial products of M&S such as Cash ISA and Non ISA.
* Experience in processing of both M&S MONEY and M&S CASH ISA products.
* Switching and indexing of different financial products of M&S bank.
* Maintaining and switching of fixed deposits on maturity.
* Accomplishes customer satisfaction and organization mission by completing related results as needed.
* Serving for the utmost satisfaction of customers though there is no direct contact with customers.
* Monitoring and resolving issues identified on various ISA and Non ISA queues.
* Improves quality results by evaluating processes, and protecting and safeguarding customer details.
* Providing Application processing support for colleagues.

**Key Skills.**

* Skill in MS Office and specially in MS Excel,
* Ability to work in a pressurized area and with tight deadlines by focusing highly on quality.
* Promoting process improvement,
* Vision, Strategy and Execution.
* Leadership and team work,
* Fast learner,
* Interpersonal Skills,
* Presentation Skills,
* Resolving conflict,
* Multi-tasking and Listening,
* Complex problem solving.

Extra-Curricular Activities

* + - School football player [U19]
    - Coordinator of College Islamic society [2012-2014]
    - Active member of Interact club of Kingswood College Kandy.
    - Active Member of commerce society of Kingswood College Kandy.[2012-2014]
    - President of College literary association[2010-2014]
    - Fastest Athlete to secure many Places in Inter school athlete meets and represented the Inter-International Schools Athlete Meet in 2010.

I hereby certify that the above mentioned Information is true to the best of my knowledge.