Deanne



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SUMMARY

I am a well presented, intelligent and highly focused individual who is keen on a career related to customer service industry. I possess over 4 years of work experience and a record of delivering great service, achieving targets, as well as recognizing and developing opportunities, doing all of this whilst contributing to the overall performance of a team. I am able to work alone or as part of a group, and understand the importance of valuable customer service and of creating a good impression with patrons. I am experienced in greeting people at a welcome desk, serving over a counter or discussing in detail a client’s needs over the telephone.

My objective is to work in a dynamic company, which will foster growth and encourage personal development.

KEY SKILLS

* Customer interaction
* Product demonstration
* Query resolution
* Customer care
* Relationship building
* Office administration
* Conflict resolution
* Attention to detail
* Communication skills
* Good IT knowledge
* Presentation skills

PROFESSIONAL EXPERIENCE

**CUSTOMER SERVICE Executive January 2015–January 2017**

**Aramex Emirates LLC , Dubai , UAE**

Aramex is a leading global provider of comprehensive logistics & transportation solutions. It is a company rapidly evolved into a global brand recognized for its customized services & innovative multi-product offering such as domestic express delivery, freight forwarding, logistics & warehousing, records & information management solutions, e-business solutions & online shopping services.

* Handling a huge network of customers within & out of UAE
* Developing and maintaining good working relationships with clients& team members
* Providing quotations on clients inquiries on shipments
* Delivering good customer service by responding swiftly to queries and concerns from clients& maintaining a continuity in business
* Maintaining detailed knowledge of new and existing products by liaising with colleagues
* Handling complaints , inquiries , quotations & coordinating with different departments when and where required

**CUSTOMER SERIVICE OFFICER September 2012 –December 2014**

**AIA Insurance Lanka Plc, Colombo, Sri Lanka**

AIA Group Limited and its subsidiaries comprise the largest independent publicly listed pan-Asian life insurance group with operations in 16 markets in Asia Pacific.

* Handling a network of customers
* Developing and maintaining good working relationships with clients
* Guiding and assisting customers during claim intimation and other general insurance related services
* Increasing profitability of existing product lines by encouraging clients to use added value services wherever possible
* Delivering good customer service by responding swiftly to queries and concerns from clients
* Maintaining detailed knowledge of new and existing products by liaising with colleagues
* Meeting promotional targets

**CUSTOMER SERIVICE REPRESENTATIVE March 2012 – August 2012**

**Firstsource – Dialog Solutions (Pvt) Ltd, Colombo, Sri Lanka**

Firstsource-Dialog Solutions is a joint venture between Firstsource Solutions, a leading global Business Process Outsourcing services provider and Sri Lanka based Dialog Telecom Axiata PLC, Sri Lanka's largest and fastest growing telecom company.

* Greet customers warmly and ascertain problem or reason for calling.
* Resolve customer complaints and coordinate escalations.
* Liaising with the assigned retail stores regarding placement of orders, refunds, or exchanges.
* System related coordination
* Inform customer of deals and promotions.
* Work with customer service manager to ensure proper customer service is being delivered.

PROFESSIONAL QUALIFICATIONS & SKILLS

* Diploma in English Language at Aquinas College of Higher Studies – Colombo, Sri Lanka
* Diploma in ICT at IDM City Campus – Sri Lanka
* Computer Skills – MS Office – Word, Excel, Powerpoint, Outlook, Internet & Web Designing,

EDUCATION

* General Certificate of Education – Advance Level Examination
  + English – (A), Economics – (C), Business Studies – (S), Logic & Scientific Method – (S)
* GCSE’s
  + English – (A), Business & Accounting – (B), Mathematics – (S), Science – (S)

Personal Details

Date of Birth : 27th August 1992

Gender : Female

Nationality : Sri Lankan

Languages : English and Sinhala

Religion : Roman Catholic

References : On Request