

Sinduja

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**Address** : Dubai, UAE

Objective

Aspiration to work in a reputed concern. Contribute profitably to the company. Learn to enhance my expertise.

Key Skills

* Customer Services
* General Sales & Marketing activities
* Customer Service & Complaint Management
* Organizing need based / seasonal promotions

Professional Experience

ADCB BANK- UAE -Previous Employment 2015-2016

**Service Desk Officer**

* Verifying customer Documents
* Application creating for the customer (Personal Loan, Car Loan, Credit Card )
* New application receiving
* Documents Verification
* Application Distribution
* Data Validation

Rich Blinds (Pvt) Ltd – Sri Lanka 2010-2015

Administrator

Standard Chartered Bank, Sri Lanka 2008 – 2010  
***Call Center Agent***

* Answer calls and respond to emails
* Handle customer inquiries both telephonically and by email
* Research required information using available resources
* Manage and resolve customer complaints
* Provide customers with product and service information
* Enter new customer information into system
* Update existing customer information
* Process orders, forms and applications
* Identify and escalate priority issues
* Route calls to appropriate resource
* Follow up customer calls where necessary
* Document all call information according to standard operating procedures
* Complete call logs
* Produce call reports

Pizza Hut, Sri Lanka 2007 – 2008  
***Customer Care Representative***

* Taking orders over phone and in person
* Dealing with customer concerns
* Greeting customers within 10 seconds
* Up selling
* Cash handling
* Keeping the customer area clean

Ice Berg Comics, Sri Lanka 2005 – 2007  
***Editor cum Translator***

Educational Qualification

* Completed O/L - 2000

Extra Qualification

* Diploma in Computer Hard ware at Institute of Beeta Tec, Sri Lanka
* Diploma in Graphic Designing at IBT, Sri Lanka
* Diploma in Web Designing at IBT, Sri Lanka

Personal Details

**Nationality** : Sri Lankan

**Marital Status**  : Married

**Visa Status** : Resident (Husband Visa)

**Known Language** : English, Tamil and Sinhalese

Reference

References available upon request.