***Sundaram Roshini***

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**Tel**: C/o 0505891826

**E mail**: roshini.357723@2freemail.com

**Date of Birth:** 06th December 1988

**Gender:** Female

**Civil Status:** Single

**Nationality:** Sri Lankan

**Visa status:** Visit Visa

To develop a suitable career in a growth-oriented, Progressive organization, where I will be a valuable team member, contributing quality ideas and work to my ability.

 **EDUCATIONAL QUALIFICATIONS**

  **School Attended**

* St’ Joseph’s Balika Maha Vidyalaya - Colombo-14

 **G.C.E. Advance Level (2008)**

 **Subject** **Grade**

 Accounting C

 Business Studies C

 Economics C

* Good Shepherd Balika Maha Vidyalaya - Nayakakanda

 **G.C.E Ordinary Level (2004)**

 **Subject**  **Grade**

Religion A

 English B

 Sinhala C

 Mathematics S

 Science S

 Social Studies C

 Commerce S

 Art S

 **PROFESSIONAL QUALIFICATIONS**

* **Institute Of Human Resource Advancement - University Of Colombo (IHRA)**

Successfully completed the Certificate Course in English Language Intermediate Level and Higher Level examinations

* **MPC Computer college, Wattala**

 Successfully completed The Certificate in computer Application Assistant Course

* **3d mind Multimedia Training Centre, Kiribathgoda**

 Successfully completed The Certificate in Graphic Designing Course

 **CAREER EXPERIENCE**

Working as a Customer Relation Executive at Ceylinco Life Limited, Sri Lanka from 1st of March 2013 year.

 **MAJOR JOB RESPONSIBILITIES HANDLE**

* Assisted customers with their queries and problems via phone, e-mail & social media and do follow ups for required cases.
* Convinced the customer and resolved customer complaints.
* Achieved set targets of the firm by the stipulated deadline.
* Established and maintained contacts with new and existing customers as per the direction of the company standards.
* Helping to the sales persons by generating leads.
* Utilize computer technology including CRM systems to handle customer service.

 **LANGUAGE FLUENCY**

* English
* Sinhala
* Tamil

 **EXTRA CURRICULAR ACTIVITIES AND CERTIFICATES AWARDED**

* Successfully completed The Course Of Media and Leadership In Kandy Diocesan Media Centre.
* Member Of Under 19 School Netball Team.

**I declare that the particulars given above are to the best of my knowledge and beliefs are true and accurate. I further declare that if I am selected, it shall be my earnest endeavor to discharge my duties efficiency and to the entire satisfaction of my superiors.**

 **Roshini**