***Sundaram Roshini***

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**Tel**: C/o 0505891826

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**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**