#### CURRICULUM VITAE

#### NAWAS

NAWAS.36984@2FREEMAIL.COM

#### in

**Customer Service / Banking**

##### OBJECTIVE

A highly dynamic, organized and hardworking professional seeking a suitable opportunity in a renowned organization where would be able to utilize skills and experience and success and growth of the firm while developing achieving skills and career.

**PERSONAL ATTRIBUTES**

- Effective communication both written and verbal (English, Sinhala & Tamil)

- Confident and open communication with customers

- Ability to meet deadlines

- Consistent standard of work

- Work on several assignments simultaneously without compromising quality

- Efficiently produce concise, organized reports and memos

 - Project/Service Management

 - Customer Service

 - Problem Solving

**PROFESSIONAL EXPERIENCE**

**Amãna Bank PLC | C**ommercial bank based on Sharia principles

At Amana Bank approach banking differently. Guided by our principles, present a new way forward in banking enriched with Honor, humanity, stability and uniqueness to all valued customers. Ensure the greater with good to society is being given priority at all times.

**Junior Executive Assistant in Operation Department 2016 Dec – Present**

**CASH DEPARTMENT**

* Cash Teller Functions including acceptance of Deposits and Cash Payments including posting of vouchers to the system.
* Handling cheque purchasing activities.
* Efficiently handling customer inquiries/complaints relating to clearing matters.

**CURRENT ACCOUNT DEPARTMENT (Front Office)**

* Opening/closing of current/saving accounts
* Handling customer queries
* Process of fund transfer/standing order
* Process of cheque book/stop payment
* Opening and closure of accounts
* Finalization of mandates in accordance to compliance requirements
* Term investment accounts transactions
* Dormant Activation related functions
* Cross selling of bank products for existing customers
* Handle Card related Operations and virtual Banking matters

**Junior Executive Assistant in Call Centre** **2014 April – 2016 November**

* Address the customer requirements and provide accurate and relevant information.
* Answer the calls and provide qualitative information about the products that the bank offers to the customers and explanation of the value proposition.
* Help the customers to reach the correct person easily and transferring the calls professionally.
* Call potential customers to promote products that the bank offers.
* Handle and record customer suggestions and complaints based on the established frameworks.
* Lodging customer complaints related to card operations and other banking concerns.
* Take ownership of queries and proactively follow through to resolution.
* Assisting customers with access to value added services.
* Implementing customer awareness on latest promotions and facilities to ease their banking activities.
* Call existing customers to collect feedback on service levels.
* Check all the voice mails on a daily basis and address the customer need and inform the customer.
* Identify the leads and direct them to the relevant business lines and follow up until the close of sale.
* Collect customer suggestions and update the superior for implementation.
* Prepare daily call reports and update the supervisor.
* Monitoring and developing new staff to meet customer service requirements.
* Designated as the best performer in terms of quality and quantity.
* While being the top performer of the team, recommended for the position of supervisor in Contact Centre Operations.

**FIRSTSOURCE DIALOG (PVT) LTD**

**Executive - Operations 2012 AUG 29–2014 MAR 31**

I have attached to the inbound process to assist the customers who are connecting through the Help line. And also coordinating with relevant team regarding the customer’s complaints and Products updates. Responsibility given for arrangement for Daily Agent briefing regarding new product and existing updates. Get promoted to the postpaid and Dialog Sat light TV Department to handle the priority customers. I gained good fair knowledge in Telecommunication and Hospitality Customer care while I was stay at Dialog Plc.

**Achievements**

* Best performer award for Month of November 2012
* Wow Customer service reward for the first quarter of 2013

**PROFESSIONAL QUALIFICATIONS**

* Successfully Completed Foundation in IBS. (Diploma in graphic design, Hardware Engineering, Accounting & Book keeping & Information Technology)
* **Successfully Passed in Certificate in Islamic Banking (IBSL)**
* **Successfully Passed in Diploma in Islamic Banking (IBSL)**
* Following Diploma in Corporate Banking

**ACADEMIC QUALIFICATION**

**Isipathana College Colombo, Sri Lanka**

Successfully completed General Certificate of Education | Advanced level | 2012 (Commerce Stream)

**Arethusa College Colombo, Sri Lanka**

Successfully completed General Certificate of Education| Ordinary level | 2009

**EXTRA-CURRICULAR ACTIVITIES**

* Playing for Amana Bank Cricket squad since 2014 (Mercantile)
* Amana Bank Pool Tournament Runners-up 2016
* Member of Amana Bank Sports Club
* Successfully complete The Leadership program in Amana Bank

**PERSONAL INFORMATION**

Date of birth : 04th of August 1993

Nationality : Sri Lankan

Marital status : Single

### INTERESTS

Cricket, Internet, Music, Travelling & Sports