

**H I M A S H A**

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**Career Summary**

**Synopsis**

**Business Development Executive,** more than 6 years of experience & expertise in report preparation and coordination with internal andexternal parties (Customers and Suppliers) , Handling ISO 20000 processes, Analyze information for the top management Domain Registrations, Renewals and Transfers.

**Skills**

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|  | **Function** | **Experience** | **Brief** |  |  |
|  |  | **(Years apx.)** |  |  |  |
|  |  | 7 | Divisional Sales & Progress Reports |  |  |
|  | **Reporting** |  | Trend Analysis, |  |  |
|  |  | Preparation of Agendas and Meeting Minutes |  |  |
|  |  |  | Preparation of Customer Database for auditing, Renewal lists |  |  |
|  |  |  | Analyze Incidents, Customer complaints, Net promote score |  |  |
|  |  | 5 | Dial up Connections |  |  |
|  | **Sales** |  | Service Contracts (AMCs’) |  |  |
|  |  | Domain Registration, Renewals & Transfers |  |  |
|  |  |  |  |  |
|  | **ISO 20000** | 3 | Conduct Customer Satisfaction Surveys, |  |  |
|  |  | Attending to Customer Complaints, |  |  |
|  | **Business Relationship** |  | Carry out customer service reviews meetings |  |  |
|  | **Management** |  | Attending to Customer Meetings |  |  |
|  | **ISO 20000** | 3 | Coordinating with Suppliers |  |  |
|  |  | Handling of dispute Management process |  |  |
|  | **Supplier Management** |  | Introduce New Suppliers to the company |  |  |
|  |  |  |  |  |  |



**Hands on (Technology Aspect)**



Microsoft Office 2007/2010/2013

Working Experience using Internet & Email for Business related activity

**Areas of Interest**



Coordinating with customers, dealers & other sources Analyzing data/ reporting

**Work Experience**

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| --- | --- | --- |
| **Company** | **Designation / Duration** |  |
| **Eureka Technology Partners, Colombo 03, Sri Lanka** |  |  |
|  | **Business Development Executive** |  |
| **Job Profile** |  |
| Oct ’06 to Oct ’11 |  |
|  | (5 Years) |  |



* **Business Relationship Management**
	1. Carry out service reviews meetings in order to discuss /update performance relating the period , projected future plans ,service quality & propose service improvements
	2. Conducting of customer satisfaction surveys relating to incidents /new clients & overall ratio & review the statistics with past records(NPS) & update the Management
	3. Ensure all the customer inquiries/complaints are identified , recorded , investigated and action taken with the assistance of NOC team & if necessary systems & controls are amended
	4. Should make sure process related functions are in alignment with the ISO standards.
* **Supplier Management**
	1. Maintain list of suppliers relating to the ETP & ensure compliance in alignment with the service agreement & continuous service reviews to update the service quality
	2. Handled dispute Management process thoroughly & take action on disputed suppliers.
	3. Introduce new suppliers to the organization
	4. Should make sure process related functions are in alignment with the ISO standards.
* **Reporting**
	1. Preparation of divisional progress reports
	2. Report preparation and coordination with internal and external parties (Related to Business & Supplier Management)
	3. Preparation of all reports for the newly formed project called 24/7 and updates the database which had more than 3000 customers in UK, USA, Canada, Australia
	4. Individual Performance Reports for 40

Agents.

* **Sales**
	1. Maintain the product desired revenue contribution to the business Dial up, Service Packs & Domain Sales.
	2. To monitor competitor activity and market activity & analyze the trends in order to make decisions relating to sales

forecast /budgeting etc.

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| **247 Techies Private Ltd, Colombo 03, Sri Lanka** | **Executive – QA &** |  |
|  | **Compliance** |  |
| Sep’12 to March’13 |  |
| **Job Profile** | (6 months) |  |
|  |  |



* **Reporting**
	1. Preparation of customer database for auditing
	2. Analyze data for top management.
	3. Training of new recruits on the systems and processes.

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| **247 Techies Private Ltd, Colombo 03, Sri Lanka** | **Executive –Service** |  |
|  | **Reporting** |  |
| July’14 to Apr’15 |  |
| **Job Profile** |  |  |

* **Reporting**
	1. Analyze customer complaints
	2. Prepare/ Analyze customer Net Promote Score
	3. Analyze Incidents
	4. Preparation of overall calls per conversion report and individual calls per conversion
	5. Preparation of renewal lists
	6. Analyze renewal information
	7. Updating internal procedures



**Qualifications**

**Education**



Graduate Diploma in Business Management – London Business School Advance Diploma in Business Management – London Business School Diploma In Business Management – London Business School

Passed G.C.E. (Advanced Level) Examination – August 2006 Passed G.C.E. (Ordinary Level) Examination – December 2003

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| **Certification /Exam** | **Year of Completion** |
| **Graduate Diploma in Business Management** | 2010 |
|  |  | (June’10 to December’10) |
| Overall Grading – Merit |  |
| Subjects Covered |  |
| - Corporate Strategy and Planning |  |
| - | Managing in Organizations |  |
| - International Business Case Study |  |
| - | Strategic Marketing Management |  |
| - | Corporate Finance |  |
| **Advance Diploma in Business Management** | 2010 |
|  |  | (January’10 to June’10) |
| Overall Grading – Merit |  |
| Subjects Covered |  |
| - | Human Resources Management |  |
| - Marketing Policy, Planning and Communication |  |
| - Principles of Business Law |  |
| - | Managerial Accounting |  |
| **Diploma in Business Management** | 2009 |
|  |  | (June’09 to December’09) |
| Overall Grading – Merit |  |
| Subjects Covered |  |
| - | Organisational Behavior |  |
| - | Financial Accounting |  |
| - Economic Principles and their application to business |  |
| - Quantitative Methods for Business and Management |  |
| **Spoken English** | 2006 |





**Personal**

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| **Date of Birth** | **09th of July 1987** |
| **Age** | 27 |
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| **Marital Status** | Married |
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| **Sex** | Female |
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