

**SAFRAZ**

**Mobile** C/o 0505891826

**E-Mail** [safraz.262439@2freemail.com](mailto:safraz.262439@2freemail.com)

**Gender** Male

**Civil Status** Single

**Date of Birth** 03rd May 1989

**Qualifications**

* Successfully completed a Diploma in MS Office Course at I.S.S Computer System**.**
* Successfully completed a Diploma in English Course at Aquinas College, Colombo- 08
* Successfully completed a Diploma in Airline Fares / Ticketing, Marketing, Reservations, GDS, Airport Operations & Cargo conducted by IATA.
* Successfully completed G.C.E Ordinary Level exam held by the Department of Examination of Sri Lanka.

**Ants Work Pvt Ltd.**

**Management Trainee- Jr. Operations Assistant – (2007 – 2009)**

**Work experience**

* Managing all operational activities relating to event organizing such as artists booking, equipment hiring, and venue reservations etc…
* Managing operational activities relating to the AV productions such as model bookings, obtaining location permits and production management and Coordination.
* Preparation of Quotations and Invoices after negotiating with customers.
* Ensured timely collection of outstanding balances by regular follow up of customers.
* Managing and maintaining of records relating to equipment, inventory & stationeries owned by the company.
* Carrying out banking related activities and managed the petty cash float.
* Ensured for all events managed separate costs sheets are maintained and all relevant cost relating to the event is accurately recorded.

**Etisalat Pvt Ltd.**

**Call Center Executive – (02nd August 2010 – 31st of March 2011)**

**Work experience**

* Ensured customer satisfaction is maintained by attending and resolving their complaints promptly.
* Promoting new product & services introduced by the company to customers.
* Liaising with management in order to resolve customer complaints.
* Ensured high standards are maintained in attending to customer inquiries.

**Madigan Pvt Ltd.**

**As Medical Collection Executive to Medical Accounts Executive (24th February 2012 – 5th February 2016)**

**Work experience**

* Liaising with various US insurance companies on behalf of the doctor’s in collecting their fees for medical services performed on patient.
* Liaising with management in order to resolve payment disputes.
* Providing accurate information on a timely basis in order to resolve agent inquiries.
* Maintaining and handling medical accounts
* Maintaining and handling reconciliations and invoicing with the clients (Doctors)

**Skills**

* Leadership capability as the leader of the team.
* Excellent co-ordination and liaison capabilities.
* Good team player and motivating colleagues.
* Client alignment and professional integrity.
* Ability to work with different nationalities.
* Ability to communicate in English, Tamil & Sinhala.

**Extra Curricular Activity**

* Member of the college Interact Club 2005.
* Member of the college Islamic Society 2005.

**Referees**

Reference will be provided upon request.

I do hereby certify that the information furnished above is true and correct.

Safraz