**Anne**



E-mail: anne.297083@2freemail.com



**OBJECTIVE:**

**A career that commensurate with my experience where my skills and abilities are utilized optimally.**

**I am a highly motivated, energetic and self-driven individual, who strives for challenges in different spheres of my career.**

**AREAS OF EXPERTISE**

**Branch Management**

* Managed staff and office supporting business activities.
* Responsible for staff roistering & Scheduling to deliver highest level of service.
* Managed & deliver on key performance indicators driving customer & team satisfaction.
* Responsible for daily revenue activities (cash & credit).

**Customer Management**

* Lead and supported all activities related to customer services.
* Responsible for customer complaint resolution and providing accurate feedback for inquiries.
* Managed a team of 6 customer services & sales staff to drive branch business toward revenue & profit targets.

**Training & Coaching**

* Conducted training sessions for teams to handle customer queries related to service and product queries.
* Trained & monitored staff to handle cash, activation and deactivation of voice & date services.

**CAREER HISTORY**

**May 2014 - June 2016** **Dialog Axiata, Sri Lanka** **Officer in-charge**

**Role:**

* Entails overall responsibility for management of branch operations
* Provide guidance & leadership to staff on active implementation of corporate policies, procedures & guidelines.
* Manage various sales and marketing campaigns supporting sales generation activities.

**Attainments:**

* Advance skills to run a working place effectively (officer in charge), grown efficiently managing over 100 customer inquiries per day ensuring the achievement and KPI standard level.
* Lead a team of ten persons to sell in excess of 400 phone connections per month (vs a target of 300 connections).
* Grew team size from five to ten efficient people to support growth in revenue & volume of phone connections.

**May 2011 - August 2013** **Dialog Axiata, Sri Lanka** **Billing Officer**

**Role:**

* Overall responsibility to develop productivity.

**Attainments:**

* Process advance skills as an effective billing inquiries and complaints analyst (Billing officer), site of GSM (postpaid, pre-paid), CDMA (Postpaid, Pre paid) and satellite TV
* Capable speed while operating the system and answering telephone in proper manner, giving instructions of all services and product by phone

**March 2009 - May 2011** **Dialog Axiata, Sri Lanka** **Cashiering Officer**

**Role:**

* Implement service quality

**Attainments**

* Good experience in cashiering operation (cashiering officer) handling cash over 10 million per day in GSM postpaid CDMA postpaid and satellite TV while answering customer billing issues and giving further assistance.

**ACADEMIA**

* Diploma In Management
* GCE Advance Level (Sri Lanka)
* Microsoft office (Working knowledge in Word, Excel & Power point)

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|  |  | **EXTRA-CURRICULAR ACTIVITES** |  |
|  | Net Ball |  |  |
|  | Eastern Music |  |  |
|  |  |  |  |
|  |  | **PERSONAL DETAILS** |  |
|  | Date of Birth | : 05 March 1989 |  |
|  | Address | : Al Quoz, Al Khail Gate. Dubai, UAE. |  |
|  | Nationality | : Sri Lankan |  |
|  |  |  |  |
|  |  | **REFERENCE** |  |
|  | Yolan Ebert | Global Eye | Senior Wealth Manager |
|  | Michelle Pinto | Airline Cargo Resources | Commercial Development Manager |
|  | Rajesh Nair | DB Schenker | Land Freight & Operations Manager |