



WATHSALA JAYAWARDANE

CUSTOMER SERVICE

CAREER OBJECTIVE

I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative. I am able to work well under pressure and adhere to strict deadlines.

PROFESSIONAL EXPERIENCE

Dubai International Hotel, Dubai

Receptionist - April 2022- Feb 2023

- Greet clients and visitors with a positive, helpful attitude.
- Accepting the guests according to the Airline procedure, or upselling for the walk-in packages.
- Undertaking Customer Issues, providing first call resolution according to the given guidelines or informing the relevant parties on the matters.
- Assist in monthly reports finalization by circulating reports which include Linen Summary, Agent wise Upsell Reports, Tips Reports, etc.
- Involved in cashiering

Triton Quality Consultancies, Dubai

Sales Executive - Jan 2022 - March 2022


- Initiating sales with potential customers over the phone.
- Negotiating contracts and packages.
- Developing and maintaining own customer base.
- Working towards monthly targets.

Hadaf AL Khaleej Debt Collection L.L.C, Sharjah (Tahseel)


Collector- Nov 2021 - Jan 2022

- Recover overdue payments on accounts. (Creditcard/Auto loan/Personal loan)
- Using various skip tracing methods to locate clients.
- Interviewing clients telephonically to establish their ability to pay debt.
- Negotiating settlements by arranging client's payment over a longer time span.

Working experience in Sri Lanka from Oct 2014 - May 2021

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 Dubai, U.A.E

SKILLS

- Strong analytical skills and interpretation skills
- Ability to work independently and in a team as appropriate.
- Ability to deal with personalities of various cultural backgrounds.
- Team and personnel handling
- Time Management.

LANGUAGES

- English
- Sinhalese

IT SKILLS

- M S Office (Word, Excel , PowerPoint)

EDUCATION

- **Human Resource Management** -Foundation Level 2013, Sri Lanka
- **G.C.E Advance Level** - Commerce Stream 2012, Sri Lanka
- **G.C.E Ordinary Level** - Nine Subjects 2009, Sri Lanka

AWARDS

- Certificate of Participation for PickMe Speech Craft
- Speech Contest Certificate of Participation in Marine Toastmasters Club and PickMe for Impromptu Table Topic contest

I hereby certify that the above information is true and correct to the best of my knowledge.

Wathsala Jayawardane