



DANIEL NESADURAI PRASAD

HR and Admin Executive / Customer Service Executive

I am a Strategic and results-oriented professional with a diverse background in leading and optimizing functions across customer services, administration, human resources, and training and development. I have the proven ability to drive customer satisfaction, streamline administrative processes, and foster a positive workplace culture. I am looking for a position where I can utilize my skills and knowledge gained from my current studies and work experiences to the success of the corporate world.

Profile

Date of Birth
1997-11-18

Contact

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Email
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Address
Dubai, UAE

Visa Status

Visit Visa

Language Skills

English - Proficient

Tamil - Native

Sinhala - Proficient

Experience

Part Time Trainer / Facilitator

(Mar 2022 - Mar 2024)

Daash Consultancy & Training (Pvt) Ltd

As a Trainer / Facilitator,

- Conducting sessions in "Train the Trainer(TTT)" Program while maintaining high standards and quality training delivery.

Senior Executive - Customer Services & Administration

(May 2022 - Feb 2024)

Forsiter Global Service Pvt Ltd

(An Outsourced company of The Italian Embassy of Sri Lanka)

As a Senior Executive - Customer Service,

- Managed a team with 10 members.
- Checking all documents for legalization(Attestation) accepted by the counter staff prior sending them to The Italian Embassy of Sri Lanka.
- Identifying the operational issues and providing solutions while Handling customer complaints and issues.
- Providing technical support for implementing processes and process improvements of the company.
- Cash reconciliations, Files and System audits on weekly and monthly basis.
- Handling all administrations works of the office (janitorial and security staff handling, Building Maintenance, AC and Generator maintenance, and Maintaining Annual maintenance contracts).

Junior Executive Medical Underwriting

(Jul 2021 - Nov 2021)

Allianz Insurance Lanka

As a Junior Executive - Medical Underwriting,

- Led the medical and traveling underwriting team.
- Handling complaints, incepting, and cancelling medical and travel policies.
- Coordinating with Branches, Brokers and Bank Assurance units to close deals.
- Preparing quotations for travel and medical policies.
- Auditing the policies incepted by the branches.
- Assisting claims department to process the claims.

Skills

- Communication Skills
- Active Listening
- Relationship Management
- Critical thinking and problem solving
- Risk selection
- Time management
- Analytical Thinking
- Excellent in Microsoft 365
- Preparing presentations
- Energetic and self-motivated
- Adaptability
- Patience and Empathy
- Quick learner
- Attention to details
- Conflict resolution

Certifications

Certified trainer of DAASH Consultancy & Training (Pvt) Ltd



Branch Operations Assistant

(Jul 2019 – Feb 2020)

Nations Trust Bank PLC (SWAT – Colombo Region)

As a Branch Operations Assistant (SWAT),

- Handled all retail Banking Operations while being a relief staff member of Colombo Region (WP04).
- Supporting the branch to achieve the branch targets through cross selling.

Trainee Banking Assistant

(Jul 2017 – Jul 2019)

DFCC Bank PLC (Nugegoda Branch)

As a Trainee Banking Assistant,

- Mandate filling, Account Openings, and Documentation.
- Outward cheque clearings
- Cash and Cheque transactions.(Deposits and Withdrawals)
- Foreign currency transactions. (TT, Cheques and Drafts)
- Loading and reconciliation of ATM, CDM and CRM.
- Cross selling products while being a Team Leader of Nugegoda Branch.

Business Development Officer

(Dec 2016 – Jun 2017)

Amana Bank PLC (Ratnapura)

As a Business Development Office,

- Achieving allocated Targets while promoting Islamic banking Products.

Academic & Professional Qualifications

Completed

Level 3 IVQ Advanced Diploma in Teaching, Training and Assessing Learning (1106-03) at City & Guilds UK (Jul 2023 – Jan 2024) – “Train the Trainer”

Graduate Diploma in Business Management in Business Management School (BMS) Colombo 06(NQF Level 6 – Recognized by Northumbria University UK)

Currently pursuing

Chartered in Human Resources Management(CQHRM) in Chartered Institute of Personnel Management Sri Lanka (CIPM) – Online – Jun 2023 onwards

Educational Qualifications

GCE Advance Level – S. Thomas’ College Mount Lavinia (2014 – 2016)

Accounting – S General English – C
Business Studies – C General Knowledge – 45 Economics – C