

**Birthday**

1995-03-27

Phone

+971 569448827

Email

Thiva.madhu@gmail.com

Address

Al Muraqabath Al Owaisis Building Dubai

Education

Bachelor of Business Administration (General)
External Degree Rajarata University of Sri Lanka.

Software Engineering at Esoft Metro Campus in Anuradhapura.

Pass G.C.E. Advance Level Examination (From the Bio Science Sector) (2016)

Pass G.C.E Ordinary Level Examination (2011)

Extra-Curricular Activity

Work as Prefect at School.

Work as Environmental Pioneer.

Skills

Java System Work In Work Place.

Proficient in Microsoft Word, Excel, PowerPoint, Internet & Email.

Multitasking Management.

Exceptional Customer Service.

Team Management.

Creative problems Solution.

Cash Handling.

Stoke Handling.

Thivanka Madhurna.

I have 07 year working experience in Customer Service, Back Office Operation and Payment Operation, in that 06 year work with Java System and Office Word Excel and Mail System. I hope to Join and Do My Best to the Company. I Have Bachelor Business Administration Degree and Software Engineering Diploma

Experience(7 Years Of Working Experience)

Assign as Officer –Branch Business Operation

2023 July 1st

LOLC Finance PLC

Customer Service Officer

2017 August 28th

LOLC Finance PLC

- Work as Branch IT Buddy.
- Work as Branch HR Buddy.
- Work as A Member Of Internal Auditing Team
- Handling Customer Complains & Inquiries.
- Collecting KYC, AML,CFT,CDD,CFT Documents & Verification Works.
- Accounts Handling
- Maintain Registers
- Coordination with Marketing Staff (Leasing, Personal Loan, Group Loan, Fixed Deposit Credit Card) For Approval and File Processing.
- System Enter (Java System) All Product Details & Handling physical files
- Process Payment of Lending Facility.
- Sign Legal File from Customer.
- Handling Branch Cash Operation (Cashier).
- Prepare Vehicle Ownership Transfer.
- Issue Customer Request Letter.
- Handling Branch Couriers.
- Handling Branch Inventory Stoke.
- Handling Branch Administration Part.
- Calling Center.

Communication Executive

2016 October

Abans PLC Showroom

- Enter System Bill Collection (Insurance, Electricity Bill, etc.) And Showroom Payments.
- Handel Warehouse Stock
- Work In Computerized environment and is fully conversant package Microsoft Word and Excel.
- Customer Handling At Showroom.
- Handling Branch Money and Communication Money Safe.
- Work In Computerized environment and is fully conversant package Microsoft Word and Excel.
- Customer Handling At Showroom.
- Handling Branch Money and Communication Money Safe.