



SACHINI WIJAYABANDARA

Customer Care Associate/ System Controller

PERSONAL SUMMARY

Experienced professional with a strong background in customer care and system control within the Financial Industry. With 4 Years as a Customer Care Associate, adept at delivering exceptional service and resolving client inquiries. Transitioned seamlessly into a 3 Year role as a System Controller, proficient in optimizing operational systems. Holds a degree in ICT, combining technical expertise with practical experience to drive efficiency and client satisfaction.

CAREER HISTORY

Unicon Investment Services (Pvt) Ltd.

System Controller

Date: October 2021 – June 2024

Duties:

- Managed and monitored the company's IT system and Infrastructure.
- Oversaw the installation and configuration of hardware and software.
- Implemented security measures to protect company's data and systems.
- Conducted regular system audits and performance tests.
- Provided technical support and training to staff on system usage.
- Managed access levels and permissions for users, ensuring security and data protection.

Unicon Investment Services (Pvt) Ltd.

Customer Care Associate/Cashier

Date: August 2017 – October 2021

Duties:

- Managed payments from customers and issuing Invoices.
- Addressed customer inquiries and issues promptly and professionally.
- Handled customer complaints and resolved issues to ensure customer satisfactions.
- Maintained accurate records of interactions with customers in the CRM System.
- Contributed to improving customer service processes and procedures.
- Managed phone calls and correspondence.(E-mails,letters etc.)
- Created and updated records and databases with personnel, financial and other data.
- Handled transaction amendments as required by customers or regulatory changes.

CONTACT DETAILS

*Sachini Dulakshi
Wijayabandara,
Pioneer Building
No. 12B,
Al Karama,
Dubai, UAE.*

Mobile No
+971568838219

Email
sachinidwijayabandara@gmail.com

LinkedIn ID
www.linkedin.com/in/sachini-dulakshi

AREAS OF EXPERTISE

Customer Relationship
Management

Financial Products &
Services

MS Office

Problem solving &
Resolution

Coordination

Team Collaboration

Communication Skills

LANGUAGE SKILLS

English – Fluent

Speaking / Reading / Writing

NON RELATED REFEREES

Anura Kumara

Managing Director
Unicon Investment(Pvt) Ltd.
Sri Lanka.

uniconinvestment123@gmail.com

Mobile : +94701969797

Tharindu Madusanka

Assistant Bank Manager
National Savings Bank, Sri Lanka.

madusanka19@gmail.com

Mobile : +94714544905

ACADEMIC QUALIFICATIONS

Rajarata University of Sri Lanka

2014 - 2017

B.Sc. in Information & Communication Technology

Covered a wide variety of software technologies and their applications. Introduced to a range of programming, including procedural programming, object oriented, web designing and other disciplines such as software engineering, net centric computing and enterprise computing.

The Association of Accounting Technicians of Sri Lanka *AAT Finalist*

2010 – 2013

The Association of Accounting Technicians of Sri Lanka, or AATSL, is a Sri Lankan qualification and professional body for vocational accountants which were launched as an initiative that came through the Institute of Chartered Accountants of Sri Lanka (CA Sri Lanka).

Department of Examinations (Sri Lanka)

2012

G.C.E. Advanced Level in Commerce Stream

Department of Examinations (Sri Lanka)

2009

G. C. E. Ordinary Level

PERSONAL DETAILS

Date of Birth : 23/12/1993

Marital Status : Married

Nationality : Sri Lankan

Passport No : N8276330

Visa Status : Visit Visa (Valid till 29th August 2024)