

Ruwan Pathirana

CURRICULAM VITAE

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Personal Information

Warnakulasooriya Ruwan Pathirana Fernando

04th October, 1983

Male

6' 0"

N7190543

Married

Sri Lankan



Work History

Customer Relations Executive (2019 – 2022)

Al Ahalia Exchange LLC.

Al Qous Branch, Dubai.

Customer Care Executive (2017 – 2018)

Suriya Luxury Resort (Pvt.) Ltd.

Waikkala, Sri Lanka.

Sales Representative (2015 – 2016)

Intelnet Institute of Computer Technology,

Marawila, Sri Lanka.

Sales Representative (2009 – 2013)

Promise Dairy Products,

Katuneriya, Sri Lanka.

Training and Capacity Building

Certificate of English Language

Sisuruwana Language center,

Wennappuwa - Sri Lanka.

Certificate in Computer Operator

Laksily Computer Training Center,

Maharagama - Sri Lanka.

Extra-Curricular Activities

Cricket Team Player in Samagi Sports Club,

Kudawewa – Sri Lanka.

College Volly-Ball Team Player,

St. Xavier College, Maravila – Sri Lanka.

Educational Qualifications

Successfully Completed G. C. E. Ordinary Level – (1999)

St. Xavier College, Maravila – Sri Lanka.

Descriptive Information on the Job Description

Customer Relations Executive (2019 – 2022)

Al Ahalia Exchange LLC. – Al Qous Branch, Dubai.

- Regularly representing temporary cashier at the branch.
- Present and promote branch promotions to existing and prospective customers.
- Attend to the needs of existing/ potential customers to meet their needs.
- Establish, develop and maintain positive business and customer relationships.
- Reach out to customer leads through cold calls.
- Monitor dormant accounts and follow-up with inactive customers.
- Expedite the resolution of customer problems and complaints to maximize satisfaction.
- Achieve agreed upon sales targets and outcomes within schedule.
- Coordinate sales effort with team members and other departments.
- Handle reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
- Continuously improve services through customer feedback.

Customer Care Executive (2017 – 2018)

Suriya Luxury Resort (Pvt.) Ltd.

- Manage large amounts of incoming calls.
- Generate sales leads.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools.
- Meet personal/customer service team sales targets and call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage customers.

Non-Related Referees

Will be submitting upon request;

I certify that the above particulars are true and correct to the best of my knowledge.

Many Thanks,

Ruwan Pathirana.