

RAVINDU ASHAN WEERASURIYA

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WORK EXPERIENCE

Customer Service Officer | Emirates Islamic Bank
MarkAi Commercial Brokers Dubai **2023 Sep - 2024 Nov**

- Promoted and sell credit cards and personal loan products to new and existing clients
- Conducting thorough financial assessments, including credit checks and income verification, to evaluate applicants' eligibility for credit cards and loans
- Application Processing, evaluate customer KYC and Documentation
- Compliance and Risk Management

Customer Service Officer | RAK Bank
Mycon Marketing Management LLC Dubai **2022 Oct - 2023 July**

- Identifying potential customers through lead generation, referrals, and networking to expand the customer base
- Maintaining strong relationships with clients, offering personalized service to address inquiries and provide ongoing product support
- Market Analysis and Product Improvement

Customer Service Executive | Bancassurance
Union Assurance PLC | Sri Lanka **2019 March - 2022 July**

- Provide professional consultation to bank customers to identify their insurance needs and recommend suitable products
- Addressing customer inquiries and resolve concerns promptly to maintain high levels of customer satisfaction
- Monitor sales performance, prepare regular reports on achievements and challenges, and propose strategies to enhance sales outcomes

Customer Service Officer
Vallibel Finance PLC | Sri Lanka **2018 Sep - 2019 March**

- Conducting consultations with clients to assess vehicle needs, preferences, and budgets, recommending suitable leasing options
- Coordinate with suppliers to source a variety of vehicles, maintaining an update inventory to meet client demand

Business Development Officer
Nations Trust Bank PLC | Sri Lanka **2017 Oct - 2018 July**

- Skill in using CRM tools to manage leads, track customer interactions, and enhance customer retention and satisfaction
- Experience in handling account opening processes, ensuring regulatory compliance, accuracy, and streamlined customer onboarding
- Strong problem-solving abilities with a customer-first approach, handling inquiries and resolving issues to enhance service quality
- Skills in analyzing sales data, tracking performance, and reporting insights to support strategic planning

SUMMARY

Customer Service Professional with over 7 years in banking, finance, and insurance, skilled in resolving inquiries, data retrieval, and maintaining accurate records. Proficient in CRM systems and Microsoft Office, with a focus on enhancing customer satisfaction and operational efficiency. Known for strong communication, problem-solving abilities, and meticulous organization. Seeking to contribute to a customer-focused role that supports company growth.

EDUCATION

National Diploma in Sales Management **2020**
Sri Lanka Institute of Marketing

Computer Applications Assistant | NVQ **2016**
Tertiary and vocational education commission | Sri Lanka

Certificate in Digital Marketing **2022**
eMinds Academy | Australia

LANGUAGE

English **Sinhala**

SKILLS

- Customer Service
- Customer Satisfaction
- Customer Support
- Sales Support
- Customer Handling
- Technical Proficiency
- Adaptability
- Excellent Interpersonal
- Microsoft Office Suite
- Complaint Handling
- Customer Relationship Management
- Communication