

W.W.Eranga Sachin Rathnayaka

CUSTOMER SERVICE AGENT

Dubai, UAE.

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Career Objective

To join a dynamic and progressive organization offering ample opportunities for diversified experience at strategic level. Seeking a position that ensures continuous professional growth in an environment in which advancement is based on strength of individual contribution towards the realization of organization goal.

Personal Skills & Strengths

- 6+ Years experience in Customer Service & Coordination.
- Knowledge of Handling Business Development.
- Knowledgeable in Opera, Bayan, TMS and FBM systems.
- Have excellent working skills in MS Office package.
- Capable of processing data and information, keeping records, and tabulation.
- Managing general office procedures, dealing with customers and high volume workloads whilst meeting strict deadlines.
- Strongly commercial with excellent communication and influencing skills.
- Can work efficiently with or without supervision, can work under pressure.
- Fast learner; quickly incorporate and implement new procedure.
- Work as well as in team.

Professional Experience

Telephone Operator – Bonnington Jumeirah Lake Towers (July 2017 to present)

- To consistently provide thoughtful, caring and sincere service.
- Process all external and internal calls either by redirecting calls or assisting the guests.
- Take ownership of the guest's request and ensure follow up according to the hotel's standards.
- Have a sufficient working knowledge of all departments, in particular Housekeeping, Front Office and Engineering.
- Maintain and monitor the TMS system.
- Serve as a liaison for guests requiring information relating to all aspects of the hotel.
- Handle and distribute faxes, voice messages and written messages for internal and external guests.
- Have full knowledge of the hotel's emergency procedures.
- Follow department policies, procedures and service standards.
- Follow all safety policies.
- Other duties as assigned.

Housekeeping Coordinator – Bonnington Jumeirah Lake Towers (July 2017-April 2018)

- Generate various operational reports for the coordination of the housekeeping department and assisting operations manager
- Handle telephone calls and ensure all messages, information and requests are logged, communicated promptly and accurately to provide prompt delivery of excellent service for both internal and external guests
- Maintain effective record and filing systems; completing all administrative reports accurately and in a timely manner,
- Follow all occupational health and safety regulations.
- Responsible for communicating all operational concerns to the leadership team and proactively addressing any day to day operational concerns.

Customer Service Executive – Affordable Quality Technical Services LLC (since January 2016 – January 2017)

- Handling in bound & out bound calls of local & overseas customers.
- Open and maintain customer accounts by recording account information.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Maintain financial accounts by processing customer adjustments.
- Contribute to team effort by accomplishing related results as needed.
- Manage large amounts of incoming calls.
- Build sustainable relationships of trust through open and interactive communication.

Customer Service Representative – Affordable Quality Technical Services LLC (since January 2014 – January 2016)

- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing the nature of the business and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

Academic Qualifications

- I have Completed Diploma in Business and Information Technology in English at Pioneer Institute of Business and Technology. (PIBT).
- G.C.E. (Advanced Level) Examination (2013) in St. Mary's college Kegalle, Sri Lanka.
- I have completed Diploma in Real Way Spoken English academy of (2012) in Wishwa Institute
- G.C.E. (Ordinary Level) Examination (2010) in St. Mary's college Kegalle, Sri Lanka.

Achievements

- Employee of the month (Month of August 2018 Bonnington Jumeirah Lake Towers).
- Merit raise for strong attention to detail, exemplary customer service and team-player attitude.

Skills Competence

IT:

- Capable of Computer hardware, software installing and maintaining.
- Social Media marketing & advertising.
- Email communication & campaign.
- Handling Multi line telephones and typing skills.

Software:

- Microsoft office packages & other application software.
- Well Capable of Work in Windows Environment.

Extra Curriculum Activities

- Participated in Various Sports Activities, Carrom competitions & Drama Program at School Levels & District Levels.
- A member of School media association.
- Functioned as a house captain in Inter school sports meet.
- Prefect of the School & Sundays School.
- Captain of School Cricket team.

I hereby certify that the information given above is true and accurate to the best of my knowledge. I shall be glad, if I am offered an opportunity to serve your esteemed establishment and I can assure you that I shall always discharged my duties with devotion and loyalty.

W.W.Eranga Sachin Rathnayaka.