



THILINI PERERA

TEAM LEADER

CONTACT DETAILS

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Contact No:
Address:

PERSONAL DETAILS

FULL NAME: Kadinappulige Thilini
Krishanthi Perera

DATE OF BIRTH: 28/03/1995

NATIONAL ID NO: 955884230v

NATIONALITY: Sri Lankan

RELIGION: Roman Catholic

GENDER: Female

MARRITAL STATUS: Single

PASSPORT NO: N267999

PASSPORT ISSUE DATE: 08/09/2019

PASSPORT EXPIRE DATE: 08/09/2029

TYPE OF VISA: Visit Visa

SKILLS

- Team Management
- Leadership Skills
- Work Under Pressure
- Team Player
- Problem Solver
- Communication

PROFILE

A leadership professional with strong experience in team management and the ability to provide direction and strategy to achievement of company objectives.

Regional Field Team Leader with demonstrated organizational skills, Customer Service and teamwork, communication in both verbal and written excellence, managing for daily, improvement, learn vision and rapid continuous improvement skills. Seeking a position within your company utilizing cleaning skills and exceptional physical abilities to maximize the company.

WORK EXPERINCE

Team Leader

Unilever Sri Lanka (Under ATN Services Pvt Ltd): April 2016 – 2019 November

- All the relevant area Service Technician's daily duties were handled.
- Relevant area Technician's attendance and Cash Outstanding were handled.
- All the relevant area Customer's service complaints and part orders were handled(Used System- NetSuite)
- Coordinated with the India Unilever team and Sri Lanka Pure it Call Center.
- Handled top management Customer's Calls and free of charge spare parts issues.
- Coordinated with the area distributors and Spare parts stocks.
- Monthly and Weekly report.

Call Center Coordinator

Abans Electrical PLC: Aug 2020 – Nov 2021

- Abans Washing Machine Customer's Incoming Calls(Service Repair Complaint And Spare parts Orders)

Business Development Coordinator

Promo Lanka Linen Pvt Ltd: November 2019 – May 2020

- All Quotation/Invoice/Issue Notes/ Linen Orders and system were handled.
- Coordinated with the Accounts Dept. / Supply chain Dept. And the Linen Factory.
- Coordinated with the Local and Import Suppliers.

Call Center Agent**Unilever Sri Lanka (Under Aiges Lanka Pvt Ltd): Aug 2015 – April 2016**

- Unilever Pure it Customer's incoming calls (Service repair complaint and Spare parts orders) (Used System –NetSuite)
- Maintained weekly Service Technician's Customer Feedback report.

Airline Ticketing Assistant**Selva Travels & Tours Pvt Ltd: November 2013 – February 2014**

- Airline Ticket Reservations.
- Visa Process.
- Coordinated Wit Travel Insurance Companies.

ACADEMIC UALIFICATIONS

- Ordinary Level Examination 2010
- IATA Travel Travels & Tourism Diploma
- Diploma of Microsoft Computer

LANGUAGE

LANGUAGE	READING	WRITING	SPEAKING
SINHALA	✓	✓	✓
ENGLISH	✓	✓	✓
TAMIL			✓

EXTRA ACTIVITES

- Sunday School Junior prefect -2010
- Member of School Choir.
- Member of School Debate team.
- Member of School Main Dancing team.
- Member of School Cricket team.
- Member of School Netball team.