

## **YOMAL COORAY**

Al Nadha –Sharjah -UAE

Telephone No: +97152 688 3266 /+97155 563 3743

Email – yomalcooray73@gmail.com

**(Employment visa /Transferable)**



### **Career Objectives**

To work for an organization which provides me the opportunity to improve my skills and knowledge to growth along with the organization objective.

### **Professional Qualifications**

- Successfully completed IATA foundation course in Travel and Tourism at MNR Talent and Skill Development centre in Dubai. United Arab Emirates.  
(Course included- Ticketing, Fare calculation, Geographic, customer services, DGS systems – Saber /Galileo)
- Successfully completed, Certificate course in Hotel & Hospitality Management in Bright Future Training Institute in Dubai. UAE. [ with Very good pass]

### **Carrier History**

#### **Customer service Agent**

**Antic's Land – Sharjah- United Arab Emirates.**

**From 1<sup>st</sup> Jan 2021 to Present**

#### **Job Roles**

- Greeting and attending walking customers.
- Guide the customers with introductions of services that offering at station.
- Safety checks on the equipment.
- Conducting introductions.
- Cash colleting and accounting as per company protocols.
- Following health protocols.

**Customer service Agent (Internship)**  
**Commercial Bank –Sri Lanka-Colombo 4 Branch**  
**6 month contract (1<sup>st</sup> Jan 2018 to 30<sup>th</sup> June 2018)**

**Job Roles**

- Greeting and attending walking customers.
- Introducing new banking offers.
- Junior savings account opening.
- Passbook updating.
- Assisting to senior citizens.
- Transaction report reconciliation.
- Attending phone calls.

**Academic Qualification**

Successfully completed G.C.E. O Level Examination in 2016 at St. Peters, College Colombo 4.

**Personal Details**

- Nationality - Sri Lankan
- Gender - Male
- Date of Birth - 12-Nov-2000
- Place of Birth - Rome, Italy.
- Languages - English & Sinhalese(Fluent both Speaking and Writing)

**Extra-Curricular Activities**

- Member of first XI school Cricket Team.
- Member of the school's athletic Team.
- Senior prefect in year 2015-16

**Referees**

Mr Sanjaya Jayasinghe.  
Sales and Reservation supervisor.  
Dnata Travels,  
Emirates Group.  
Dubai, UAE  
Tel: +971557781662/043166327

I confirm that the above mentioned particulars are true and accurate to the best of my knowledge.

Sincerely,

Yomal Cooray.