

THISURA NISAL

Customer Relationship Officer



EDUCATION

Diploma in English Language – [2016]

British Way English Academy

Diploma in Information Technology (DITEC) – [2019]

Esoft Metro Campus

DITEC is a foundation pathway, consisting of topics in line with the Current trends in Information Technology. The duration of the course is five months (242 theory hrs& 220 practical hrs) consisting of ten compulsory modules along with Windows base final project.

Following Professional Certificate in Project Management .(PCM) 2021

Spinnaker International Sri Lankan Office

National School Ananda Shastrala –Matugama.

Passed the General Certificate of Education (GCE) Advance Level

Passed the General Certificate of Education (GCE) Ordinary Level



EXPERIENCE

Commercial Credit & Finance PLC (2017-2018).

Customer Relationship Officer.

Responsibilities generally include answering phone calls and emails, responding to customer questions and complaints, and walking customers through basic troubleshooting or setup processes. In the case of a sales customer service representative, customer service duties and responsibilities will include selling products and services to clients and processing payments.

ARK Micro Credit & Investment (pvt) Ltd.

Assistant Manager (2018 – 2021)

Financial tasks, including invoicing, budget drafting, issuing purchase orders, and implementing and managing procurement processes. They are also responsible for writing monthly financial reports and filing the company's taxes.

SEYLAN BANK – HEAD OFFICE (COLOMBO 07)

Admin assistant 2021 July –December

Manage and administer day-to-day functions of a bank. Assist and support banking staff in handling customers' requests and needs. Sell banking products and services to customers.



SKILLS

Adobe Photoshop (9/10)



Microsoft Excel (9/10)



Microsoft Power Point (8/10)



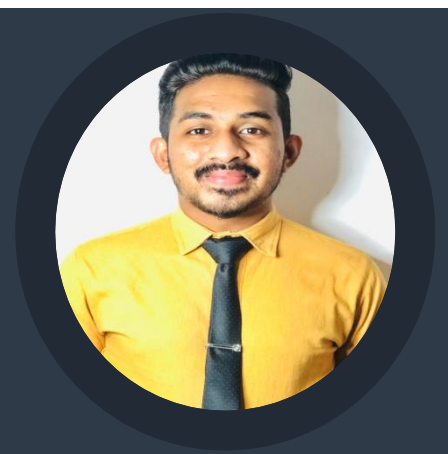
Microsoft Word (9/10)



Adobe Illustrator (8/10)



Adobe Premier Pro (8/10)



Name in Full	Kahata Pitiya Gamage Thisura Nisal.
Date of Birth	24/07/1997
Gender	Male
Religion	Buddhism
Nationality	Sri Lankan
Passport no	N6988898
Live in	Dubai
Visa Status	Visit Visa



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floor, 820.

AWARDS

1. Best CRO In 2018
2. Employee of Month Awards
3. Department MVP Awards
4. Teamwork Awards

LANGUAGES

- ➔ English (9/10)
- ➔ Hindi (3/10)
- ➔ Tamil (3/10)
- ➔ Korean(3/10)