

CURRICULUM VITAE

MOHAMMED ASHRAF FARIF MOHAMMED SHAZRY
NO: 117/110, MEETHOTAMULLA ROAD, WELLAMPITIYA, SRI LANKA.
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PERSONAL DETAILS

FULL NAME: MOHAMMED ASHRAF FARIF MOHAMMED SHAZRY
AGE: 21
DATE OF BIRTH: 08/01/2000
GENDER: MALE
CIVIL STATUS: SINGLE
NATIONALITY: SRI LANKAN
RELIGION: MUSLIM
NATIONAL ID NO: 200000801030

FAMILY BACKGROUND

- FATHER :- GROUP GENERAL MANAGER IN ATG CEYLON (PVT) LTD
- MOTHER:- TEACHER (RTD)

EDUCATIONAL BACKGROUND

- I PASSED THE SCHOLARSHIP EXAMINATION WITH THE MARKS OF 158 IN BADHURIYA CENTRAL COLLEGE MAWANELLA.
- I COMPLETED THE MATHS GENIUS COURSE IN IRO.
- I SUCCESSFULLY COMPLETED G.C.E ORDINARY LEVEL EXAMINATION IN 2015 AND PASSED WITH BEST RESULTS IN ZAHIRA CENRAL COLLEGE COLOMBO-10.

1. ISLAM-	A
2. LANGUAGE-	A
3. ENGLISH-	A
4. SCIENCE-	A
5. MATHEMATICS-	A
6. HISTORY-	A
7. LITERATURE-	B
8. BUSSINESS & ACCOUNTS-	A
9. HEALTH & PHYSICAL EDUCATION-	A
- I HAVE RECEIVED AN AWARD FROM THE HONORABLE PRESIDENT WITH THE TITLE OF THE BEST STUDENT OF ZAHIRA COLLEGE COLOMBO-10.

- I HAVE SUCCESSFULLY COMPLETED G.C.E ADVANCE LEVEL EXAMINATION.
 1. COMBINED MATHEMATICS- B
 2. PHYSICS- C
 3. CHEMISTRY- C
 4. GENERAL INFORMATION TECHNOLOGY- A
 5. GENERAL ENGLISH- B
- I HAVE COMPLETED DIPLOMA IN ENGLISH AT BCAS CAMPUS.
- I PARTICIPATED IN CAREER GUIDANCE WORKSHOP AND CAREER TEST PROGRAMME.
- I HAVE COMPLETED FUNDAMENTALS OF DIGITAL MARKETING IN GOOGLE GARAGE PLATFORM.
- I AM A B.SC UNDERGRADUATE AT RAJARATA UNIVERSITY OF SRI LANKA MIHINTALE.

WORK EXPERIENCE

- CUSTOMER CARE EXECUTIVE IN DIALOG AT AEGIS SRILANKA

RESPONSIBILITIES

- MANAGE LARGE AMOUNT OF CALLS.
- IDENTIFY AND ASSESS CUSTOMERS' NEEDS TO ACHIEVE SATISFACTION.
- BUILD SUSTAINABLE RELATIONSHIPS AND TRUST WITH CUSTOMER ACCOUNTS THROUGH OPEN AND INTERACTIVE COMMUNICATION.
- PROVIDE ACCURATE, VALID AND COMPLETE INFORMATION BY USING THE RIGHT METHODS OR TOOLS.
- HANDLE CUSTOMER COMPLAINTS, PROVIDE APPROPRIATE SOLUTIONS AND ALTERNATIVES WITHIN THE TIME LIMITS; FOLLOW UP TO ENSURE RESOLUTION.
- KEEP RECORDS OF CUSTOMER INTERACTIONS, PROCESS CUSTOMER ACCOUNTS AND FILE DOCUMENTS.

EXTRA CURRICULAR ACTIVITIES & OTHER SKILLS

- I HAVE RECEIVED AN AWARD FROM THE HONORABLE PRESIDENT OF SRILANKA WITH THE TITLE OF THE BEST STUDENT IN ZAHIRA COLLEGE COLOMBO-10.
- I HAVE RECEIVED A TAMIL PROFICIENCY AWARD FROM THE FORMER EDUCATION MINISTER BANDULA GUAWARDANA.
- I RECEIVED A CERTIFICATE FROM THE EDUCATIONAL DEPARTMENT FOR USING THE GOVERNMENT PROPERTY PROPERLY.
- I PARTICIPATED IN WORLD DENTAL DAY 2014 WHICH IS CONDUCTED BY SRILANKA DENTAL ASSOCIATION, MINISTRY OF HEALTH AND MINISTRY OF EDUCATION.
- I HAVE RECEIVED A CERTIFICATE FOR PARTICIPATING IN SPELL MASTER COMPETITION.
- COMPERE OF BRITISH COUNCIL'S ISA PROGRAMME.
- JUNIOR PREFECT OF ZAHIRA COLLEGE COLOMBO-10.
- FOOTBALL PLAYER OF ZAHIRA COLLEGE COLOMBO-10.
- VICE PRESIDENT OF TAMIL LITERARY ASSOCIATION ZAHIRA COLLEGE (2014).
- PRESIDENT OF TAMIL LITERARY ASSOCIATION (2015).
- ISLAMIC SOCIETY SECRETARY IN ZAHIRA COLLEGE (2015).
- SCIENCE SOCIETY MEMBER IN ZAHIRA COLLEGE (2017/2018).

- BEST TAMIL ANNOUNCER IN ZAHIRA COLLEGE.
- I WAS IN THE ZAHIRA COLLEGE MEDIA UNIT.
- HANDS ON EXPERIENCE IN MS EXCEL, WORD & POWERPOINT.

PERSONAL STRENGTHS

- SMART
- HONESTY
- LOYALTY
- FLEXIBLE IN CHANGING ENVIRONMENT
- STRONG TEAM PLAYER
- CREATIVITY
- TRUSTWORTHINESS

HOBBIES AND INTERESTS

- READING NOVELS AND STORY BOOKS
- SOLVING PUZZLES (RUBIX CUBE, SUDUKO ETC)
- PLAYING STRATEGY GAMES (CHESS, CHECKERS, BINGO ETC)

NON RELATED REFEREE

- MR. VASANTHA GUNASEKARA
AD: DIP: IN BUSI: ADMINISTRATION (U.K)
LLB, LLM (OUSL)
ATTORNEY – AT – LAW / NOTARY PUBLIC
COMPANY SECRETARY / COMMISSIONER FOR OATHS
134, JAYAGATH ROAD,
NAVINNA, MAHARAGAMA.
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- MRS. GIMHANA WICKRAMASURENDRA
LL.M (COL), LL. B (HONS.) (LOND.), AIPM
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