



M. Cristy Gayan Nanayakkara

Senior Executive

PERSONAL SUMMARY

A dedicated and career focused sales professional who uses effective questioning to establish a customer needs, and then quickly finds the best Insurance products and service for them. A determined and positive person who loves to hit goals with experience of dealing with clients both over the phone as well as in person. Possesses a strong willingness to go over and above to hit compliance and sales targets. Looking for an opportunity to become part of a well-established insurance company that has a fast and buzzing sales environment.

WORK EXPERIENCE

Fairfirst Insurance Limited — Colombo

SENIOR EXECUTIVE 2017 – Present

Asian Alliance General Insurance — Colombo

BUSINESS DEVELOPMENT EXECUTIVE March 2015 - 2017

JUNIOR EXECUTIVE March 2013 - 2015

Responsible for selling and advising relevant insurance products to a wide range of clients with different requirements.

Duties:

- Advising and informing clients on motor, home, health and commercial insurance products of the company.
- Communicating with a wide range of customers through online interfaces, emails and via phone calls.
- Finding the best insurance deals available for a wide range of clients.
- Responding quickly to customer enquiries made about their insurance policies.
- Explaining what a policy covers to clients.
- Establishing a client's insurance needs by asking them relevant questions.
- Quickly following up all potential leads.
- Advising clients on premium payment options.
- Maintain accurate and relevant customer administrative records.

Achievements:

- Best Direct Sales Person of the year 2015
- Successfully completed the Product Master Certification Program

Rockland Distilleries (PVT) LTD — Colombo

CUSTOMER SERVICE AND SALES ASSISTANT June 2011—July 2012

AREAS OF EXPERTISE

Selling insurance

Getting quotations

Customer Service

Answering queries

Handling objections

Cold calling

PROFESSIONAL

ICT knowledge

English

*Completed IBSL
General Insurance exam*

*License No:
G10613/0213*

PERSONAL SKILLS

Passionate

Forward thinking

Focused

Hard working

Positive minded

KEY SKILLS AND COMPETENCIES

- Working professionally and ethically with colleagues and clients.
- Unflagging and able to work under continuous pressure.
- Fast learning minded.
- Able to build and maintain trusted and long term business relationships.
- Find it easy to relate to other people.

CONTACT

Masaarachchige Cristy
Gayan Nanayakkara
No.7/B/45/L, N.H.S,
Raddolugama, Sri Lanka.
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T: 0094-11-2291607
M: 077-5577947
Passport no: N3273135
E: gayannanayakkara89
@gmail.com
Nationality: Sri Lankan

ACADEMIC QUALIFICATIONS

G. C. E. (O/L) Examination to sittings - 2005

- | | |
|--------------------|---|
| • Mathematics | B |
| • Religion | B |
| • History | B |
| • Social Studies | B |
| • Sinhala Language | C |
| • Science | C |
| • Commerce | C |
| • English | C |
| • Art | S |

G. C. E. (A/L) Examination to sittings – 2008

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|-----------------------|---|
| • Accounts | S |
| • Economics | S |
| • Business Statistics | C |
| • English | C |

REFERENCES

Mrs. S. M. J. Kalubowila,
Assistant Manager
of People's Bank,
Salaries and Pension
Department,
Colombo 02, Sri Lanka.
T: 011-2292131

Mr. Pradeep Korala,
Account Relationship
Manager,
Public Bank,
No. 340,
R.A. De Mel mawatha,
Colombo 03, Sri Lanka.
T: 0727725606

EXTRA CURRICULAR ACTIVITIES

- Played under 19 School Cricket Team
- Member of Gampaha District School Cricket Team 2004
- Member of School Commerce Union