



MICHELLE PERERA

PROFILE

Motivated Biotechnology undergraduate with a strong foundation in molecular biology, genetics, and bioinformatics. Seeking an internship or entry-level position where I can apply my academic knowledge and laboratory skills to contribute to innovative research and development."

CONTACT

- PHONE:
+9465357702

- Address
51/1 Dehimalwatte Road,
Negombo

- EMAIL:

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HOBBIES

- Volunteering
- Reading
- Sports
- Writing

EDUCATION

Sri Lanka Institute Of Information Technology
Following B.Sc. (Hons) in Biotechnology

AVE MARIA CONVENT. NEGOMBO

G.C.E. Advanced Level Examination (2022)

- Agriculture & Science – C
- Chemistry – S
- Biology - S

G.C.E. Ordinary Level Examination (2018)

- | | |
|-------------------|-------------------------------------|
| • Religion - A | Commerce and Accounting Studies - B |
| • Mathematics - B | Health Science - C |
| • History-A | Science and Technology - B |
| • English - C | Sinhala - B Drama -A |

WORK EXPERIENCE

BLOCKCHAIN HEALTHCARE GROUP (PVT) LTD, SRI LANKA 2022 - 2023

CUSTOMER CARE EXECUTIVE

More than one year experience in 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. collect payments via calls. Rerouting customer calls to other departments when advanced solutions are needed

SKILLS

Technical skills - Operating sys term, platforms Microsoft word /Excel

Personal skills –Good Communication skill s in English and Sinhala to listen objectively speak Effectively and Write. Subjectively to convey a positive self-image to others. professional attitude, Innovative, Creative, Flexible and Hardworking.