Dear Sir/Madam,

As discussed herewith i m sending my CV for your kind consideration. Pls let me know if there is any suitable vacancy available in customer care services.

Thanks and Regards,

F. Nuzla

**Fathima Nuzla Noorullah**

No:40/11, Jaya Samagi Mawatha, Kalubowila

Phone +94 77 803 0004 • +94 72 7030004

Email: nuzla.safras@gmail.com

**Objective**

To become a dedicated and accomplished individual who would strive ahead despite the obstacles in the corporate world, achieve goals in every aspect of my life. I prefer hard work, dedication and highly value working as a team.

**Profile**

Highly competent, disciplined professional, experienced in handling significant and diverse responsibilities and achieving objectives. I take ownership of the things I do, and find satisfaction by the success of its outcome. I am able to work on my own initiative and as a part of a team; I am innovative in my thinking and capable of out of the box ideas; I speak 3 languages and possess presentation and public speaking skills.

**Work Experience**

2007June to2013 August **HSBC Data Processing Lanka Ltd**

Customer Service Executive

HSBC Technology & Services Colombo is one of the global back office hubs for the HSBC Group & center of excellence for General Processing, Assets Finance, and Securities & Trade. HSBC is the largest banking and financial services organizations in the world with well established businesses in Europe, the Asia-Pacific region, the Americas, the Middle-East and Africa.

Since its launch in Sri Lanka in March 2004, the company is currently handling diverse banking operations for HSBC UK, Malta, USA, Middle East, Brunei, Australia, Hong Kong & Singapore

As an **Executive** for the Group, I am a valuable and active member of the key branches back office operations.

**Key Responsibilities Include:**

* I worked in United Kingdom Process (AORS) as a CSE handling Account Modifications (Since2007). - Dealing with Accounts Opening, Closure, Handling Outbound Calls, Branch Calls from UK.
* Currently working as an Account opening and closing operator for all the DPU queues and assisting the section coach & the line manager all process related queries.
* Liaising with United Kingdom Operating centers for verifying queries.
* Training new recruits for the department & monitoring their performance.
* Providing different performance reports to the management team.
* Has a very good knowledge of Browser Main Menu, ESPQ systems.

**Special Achievements:**

* Good Rated Performer for all the years till present.
* Active member of all Extra Curricular activities in the Bank
* Performed & well awarded in most of the bank special occasions.
* Awarded as the superstar for the month of January 2010.
* Recognized & awarded as the Brand Ambassador for the year of 2010 at HSBC.
* Successfully completed Group High Risk Countries Project at HSBC
* Awarded as the Error free operator in the team.
* Successfully handled outbound and inbound calls at HSBC

I worked in Browser Main Menu & ESPQ systems in dealing with HSBC United Kingdom branch customers.

2006 September **–**2006Dec **HSBC**

Verification Staff

2006 February **–**2006May **FRP Service & PVT LTD**

Customer Service Executive

**Professional & Academic Qualifications**

Completed “The English Training Program” conducted by CALSDA (Colombo Academy of Language & Dramatic Art)

Successfully completed “The Workshop on Conflict Sensitive Approaches to Development” conducted by IHO (International Integrated Health Organization)

Successfully completed the “Diploma in Microsoft Office” at CBS (Computer Business System) 2004

**Education**

**Muslim Ladies College, Colombo 04**

G.C.E Ordinary Level Examination 2002 – 2 A’s, 3 B’s, 4 C’s 1 S

G.C.E. Advance Level Examination 2005 – Passed all subjects with “B” for General English

**Completed Online Training Modules**

* Accounting for partnership
* Anti money laundering
* Banking codes
* Compliance & reputational risk
* Data protection
* Health & safety awareness
* Information security risk
* Keep info safe assessment
* Market orientation
* Service excellence
* Treating customer fairly

**Interests and activities**

* Represented theSchool Health Club
* Represented the Commerce Society
* Represented theGirl’s Guide
* Represented theSchool Western Band Group
* Recognized for participating in Social Services at The Help Age Sri Lanka in the year of 1998

**Personal Profile**

* Name :Fathima Nuzla Noorullah
* Address : No: 40/11, Jaya Samagi Mawatha, Kalubowila
* Mobile : 077 803 0004 / 072 703 0004
* E mail ID : nuzla.safras@gmail.com
* Gender : Female
* D.O.B : 3rd August 1986
* Nationality : Sri Lankan
* NIC : 867160540v
* Civil Status : Married

**References**

**Mr. Safraz Asmath**

Sales Manager,

HSBC global payments

Colombo 07

T: 0112370101 Ext: 706

M: 0777 699 756

**Mr. M.R.A Shabry**

Coordinator Secretary Of

Minister Rishad Badhudeen,

No 14, Spill Road,

Puttalam,

M: 0777328344

**Attestation**

I do hereby certify that the above given particulars by me are authentic and accurate to the best of my knowledge and belief.