

**ISHARAHANSINIFERNANDO**

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**OBJECTIVE**

To elevate my competence and strive hard to exceed the expectations of my role actively and contribute to the growth of the company.

**PROFESSIONAL EXPERIENCE**

**AMW Capital Leasing & Finance PLC**

**Customer Relations Executive – Fixed Deposit Department :4th August 2014 to 31st January 2015**

* **Build**a strong client portfolio while establishing strong business relationships with both internal and external stakeholders.
* **Open**new deposit accounts, execute renewals and withdrawals and processing “Cash Back” facilities to the required customers whilst ensuring minimum customer turnaround time.
* **Cross Sell** and/or refer company Products and Services to specific customers through needs identification.
* Monitor portfolio performance, objectives and targets, resolving variances and reporting them in order to enable corrective action to be taken.
* **Initiate**new strategies to improve the business and the service level.
* **Handle**complaints and inquiries on company products and services and ensure timely resolution for the same.

**AIA Insurance LankaPLC**

**Executive – Bancassurance Commercial Bank: 10th April 2013 to 31st March 2014**

* **Focused**mainly on business generation through Commercial Bank customers and maintained a good relationship with Commercial Bank’s branch staff to generate more leads and businesses.
* **Monitored**and updated the “Bancassurance Centre” on the leads and the activities on daily basis.
* **Initiated**new strategies to improve the sales and delivery of the agreed monthly targets.
* **Ensured**customer satisfaction by identifying the customer’s needs and getting to know what exactly fitsa particular customer and delivering to their expectations with no procrastination.

**The Hong Kong & Shanghai Banking Corporation Limited**

**Personal Banking Advisor – Out Bound Call Centre : 4th August 2010 to 1st April 2013**

* **Co-ordinated**and managed all the resources, irrespective of location involved in the card cancellation process. This included Framing and analyzing the cancellation criteria, managing the relevant log book and allocating requests for each department to execute the card cancellation.
* **Identified**the customers main requirements and built a strong relationship with the customers to meet their relevant needs while cross selling other bank products.
* **Held** responsible for Customer Acquisitions, Retention and reducing attritions.
* **Established** great relationships with customers and tailor made solutions were given and delivered on customer centric agreements and have received commendations from respective customers.
* **Updated** the management on development and progress for each project on a timely basis and presented ideas via reports and presentations.

**EDUCATIONAL / PROFESSIONAL QUALIFICATIONS**

* Certificate in Banking and Finance (CBF) at Institute of Bankers of Sri Lanka (IBSL) – Following
* Accounting, Management &Finance - Completed

• G.C.E Advanced Level (2009) Commerce Stream - Methodist College, Colombo 03.

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| --- | --- |
| **Subject** | **Grade** |
| Business Studies | B |
| Economics | B |
| Accounting | C |
| English | C |

• G.C.E Ordinary Level (2006) – Methodist College, Colombo 03 - Obtained 5 A’s and 3 B’s

* Computer Literacy :
* Microsoft Word, Excel, PowerPoint
* Internet & E-mail Applications
* Operating Systems ( HSBC – HUB, E Champs / AIA – IWealthPlanner / AMW - Scientar )

**SKILLS AND STRENGTHS**

* Excellent oral and written communication skills.
* Great attention to detail.
* Strong interpersonal and analytic skills.
* Great Team Player.
* Leadership and Management Skills.

**EXTRA-CURRICULAR ACTIVITIES**

* Student Member of the Institute of Bankers of Sri Lanka (IBSL)
* Active member of the Association of the Commerce and Arts of the Methodist College - Colombo 03

since 2006.

* Active member School Oriental Band (Methodist College, Colombo 03)

**PERSONAL INFORMATION**

Name with Initials : S. I. H. Fernando

Date of Birth : 17th December 1990

Nationality : Sri Lankan

Gender / Civil Status : Female / Single

**NON RELATED REFREES**

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| **Mr. D. S. L. Ferdinando**  **Senior Manager – Hatton National Bank**  **HNB Towers**  **17, TB Jaya Mawatha, Colombo 10.**  **Mobile : 0094 777 587 221** | **Mrs. NiroshiniPerera**  **Manager – Card Retention & Life Cycle Management**  **HSBC Card Center**  **525, Union Place, Colombo 02.**  **Mobile : 0094 777 235 432**  **Email :** [**niroshini.perera@hotmail.com**](mailto:niroshini.perera@hotmail.com) |

I hereby certify that the information furnished by me in this application is true and accurate for the best of my knowledge.

S. I. H. Fernando 10th February 2015