**IFTHIKAR ROSHAN MARKAR**

**Address :-**

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Sri Lanka

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[rozanmarkar@gmail.com](mailto:rozanmarkar@gmail.com)

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**OBJECTIVE**

To serve a reputed organization in carrying out the functions of a challenging role by contributing to the organization’s growth and efficiency using my knowledge and skills whilst adapting to the company culture in order to build a sustainable long-term relationship

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**EXECUTIVE PROFILE**

Highly focused, dynamic and result oriented individual with ten years experience obtained by working in reputed organizations while adapting to the organizational culture to interact with both internal and external clientele to meet the organization’s goals and objectives.

The experience gained during the previous years of the career enhanced the inter personal, communication and organizing skills grooming me to be a trained and experienced employee who can perform successfully in today’s dynamic commercial environment

**PERSONAL DETAILS**

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Date of Birth : 10th October 1984

Gender : Male

Marital Status : Married

Languages Known : English & Sinhala

Nationality : Sri Lankan

School Attended : Asoka College – Colombo

Religion : Islam

**CAREER AT A GLANCE**

**WORK EXPERIENCE IN BREIF**

|  |  |  |  |
| --- | --- | --- | --- |
| **ORGANISATION** | **PERIOD OF SERVICE** | **JOB DESIGNATION** | **REPORTING PERSON** |
| **HSBC Lanka Private Limited**  Rajagiriya – Sri lanka  3525ba1a407fc25f.png | Jan 2015- Sep 2015 | Customer Service Executive  Banking Operations | Manager-Operations  Assistant Manager-Operations. |
| **download.jpgSERCO**  Dubai  United Arab Emirates | May 2011 - Nov 2014 | Customer Service Officer  Station Agent (SA)  Station Master (SA-SMO) | Assistant Station Manager |
| **HSBC Lanka Private Limited**  Rajagiriya – Sri lanka  3525ba1a407fc25f.png | June 2009 - May 2011 | Fund Administrator  Accounting & Valuation Team. (NAV) | Manager-Operations  Assistant Manager-Operations. |
| **HSBC Lanka Private Limited**  Rajagiriya – Sri lanka  **3525ba1a407fc25f.png** | March 2007–June 2009 | Customer Service Executive  Banking Operations | Manager-Operations  Assistant Manager-Operations. |
| **United Tractors**  **& Equipment Ltd**  Colombo-Sri Lanka | Sep 2005- Nov 2006 | Service Trainee | Workshop Manager |

**Key Responsibilities at HSBC**

* I have done the training & processing in Negative news facts screening department of banking operations
* Reconciliation of investment information on Hedge Funds for Foreign Investors in Singapore, Hong Kong, Australia & United States of America
* I have worked in Financial Market Securities and Bonds, I did reconciliation of derivatives such as Futures, Forwards, Options and Swaps
* I did Short selling, Dividends reconciliation as well
* To do the above reconciliation I have dealt with world reputed brokers reports such as Goldman Sachs, Credit Suisse, Morgan Stanley, JP Morgan, and Barclays etc…
* Identifying and verifying customer details for account opening purposes of the HSBC branches in UK (Identification and Verification Department) April 2008- May 2009
* Calculating OD interest charges for customers’ current accounts of the HSBC branches in UK (Charges Resolution Department) March 2007-March 2008

**Key Responsibilities at SERCO –Dubai Metro**

* Monitoring and maintaining station operational status to ensure the safety and comfort of passenger movement
* Carrying out controlled/ uncontrolled/emergency evacuation
* Handling customer complaints & Rendering all possible assistance to customers.
* Giving permission to work at the station for third parties (Contractors, Retailers, Cleaners etc…)
* Updating all the activities in the station (Faults, Station Hand over, Events, etc…)
* Corresponding with controllers (Operations, Communications or Maintenance etc…)
* Reconciliation of station revenue & update the cash collection in the station
* Coordinate with staff to make the cash balance in revenue
* Holding the responsibilities & leading with cooperate of all station staff such as Cleaners, Security guards, Station staff, Contractors & Retail shop staffs etc…

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**PROFESSIONAL QUALIFICATIONS**

* Passed G.C.E. Ordinary Level Examination & Passed G.C.E. Advanced Level Examination three subjects in mathematics stream (2000-2004)
* Successfully completed the Diploma in Computer Science at Technical Education Institute in Colombo Sri Lanka (2004)
* Completed the technician diploma in electrical & electronics engineering at City & Guilds 2005
* Engineering Fundamentals 2 C Pass
* Electrical Power S Pass
* Completed the English course with ‘A’ pass at British Council Sri Lanka (2005)
* Part qualified in Certificate Course in Banking & Finance Institute of Bankers of Sri Lanka (IBSL) (2009)
* Financial Service Environment B Pass
* Marketing, Sales and Customer services C Pass

**OTHER ACHIEVMENTS**

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* Was awarded the World best team award in year 2007 within whole HSBC Global Resourcing Centers in the world (Charges Resolution Team)
* Became the Best Performer of the Month of May 2010 in Accounting and Valuation Team at HSBC
* Was an active member of the migration team in Accounting and Valuation Team at HSBC
* I have Awarded by Team ID & VA for being the Top Performer for the Month of January 2009 at HSBC
* I have completed the following workshops at HSBC
* Managing Standards
* Production Management
* Leading & Managing People Fundamentals
* Writing for Results

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**REFEREES**

**Mr. M. Fikri Fauz Mrs. Zinoon Monira Rafeek**

B.Sc. (U.S.A.) M.Sc. (U.S.A.) EF Head of Quality

Managing Director GlaxoSmithKline

Horizen Holdings Pharmaceutical

Sri Sumangala Mawatha 121 Galle Road

Keragapokuna Kaldemulla

Ragama – Sri Lanka Moratuwa – Sri Lanka

Mobile– 0777 324 763Mobile – 0777 562 202

Hereby I declare that the above particulars furnished by me are true and correct to the best of my knowledge.

**Ifthikar Roshan MarkarDate**