**THOSHINI JAYATILLEKE**

**No 28 Mission Road**

**Kotte ,**

**Sri Lanka**

**Tel: +94 716094884 / +94 722162179**

**E-mail:** [**jayathilake987@gmail.com**](mailto:jayathilake987@gmail.com)

**CAREER OBJECTIVE**

A project optimization professional with two years’ experience in sales and customer service, I have a proven track record of developing new business and motivating a team to consistently exceed targets. I am extremely ambitious, able to learn fast, with a ‘can do’ attitude and am now seeking a new professional challenge.

**WORK EXPERIENCE**

**Company – SBT Global Car Exporter**

**Designation – Business Consultant**

**Period – From 12th October 2015 to date**

**Duties and Responsibilities**

* Understand automobiles: study characteristics, capabilities, and features; compare and contrast
* Develop new buyers and maintaining rapport with existing customers meetings, phone
* conversations, greeting drop-ins, responding to inquiries recommending sales and promotions.
* Understand buyer's requirements and interests to match requirements and interests to various models increase sales
* Explain characteristics, capabilities, and features explaining warranties and services.
* Close sales by overcoming objections: asking for sales, negotiating price, completing sales or purchase contracts, explaining provisions, explaining and offering warranties, services.
* Provides sales management information by completing reports.

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| **Company** | **– Ikman.lk** | |
| **Designation** | **–** | **Telemarketing Executive** |
| **Period** | **–** | **From 25 th June 2015 to 10th October** |

**Duties and Responsibilities**

* Deliver prepared sales talks, reading from scripts that describe products or services, in order to persuade potential customers to purchase a product or service.
* Obtain customer information such as name, address, and payment method, and enter orders into computers.
* Schedule appointments for sales representatives to meet with prospective customers.
* Maintain records of contacts, accounts, and orders.

Developing designing and creating new products and Services in order to Increase customers satisfaction through the web site.

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| **Company** | **– Bellvantage Pvt Ltd** | |
| **Designation** | **–** | **Customer Care Associate** |
| **Period** | **–** | **From 16th September 2013 to 25th May 2015** |

**Duties and Responsibilities**

* Acting as a Team Leader and Responsible for looking after the team in the absence of the Supervisor
* Maintained high standard of call quality in the overlooked area by daily call monitoring and evaluating
* Maintained service levels to exceed client targets as a floor supervisor
* Revamped Underperforming services to exceed clients targets

**EDUCATIONAL QUALIFICATIONS**

**School Attended – Sujatha Vidyalaya Nugegoda**

**Sri Jayawardanapura Maha Vidyalaya Kotte**

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| * **G.C.E Ordinary Level Examination** | | |  | |
| Drama | | | A | |
| Health and physical Education | | | B | |
| English | | | B | |
| History | | | C | |
| Commerce | | | C | |
| Buddhism | | | C | |
| Mathematics | | | S | |
| Science & technology | | | S | |
| Sinhala Language | | | S | |
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| **G.C.E. Advance Level Examination** | |  | |
| Sinhala | | | C | |
| Political Science | | | C | |
| Drama | | | S | |
| General English | | | S | |

**SKILLS AND COMPETENCIES**

* Member of the school Badminton Team year 2009-2010
* Member of the school swimming squad 2007-2009
* Long Jump 1st place - 2013
* A member of Sri Lankan School Girl Guide Association
* Throwing events –Inter House Sport Meet -2013 Javelin , Discus - 1st Place

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| **PERSONAL DETAILS** |  |

* Full name : Thoshini Harippriya Jayatilleke
* Date of Birth : 03rd March 1994
* Sex : Female
* Nationality : Sri Lankan
* Religion : Buddhism
* Civil Status : Single

Contact Details : 94 716 094 493 884 / +94 722 162 179

**NON-RELATED REFREES**

Mr. Rohan Pandithakoralage Mrs. P.S.Dassanayake

Director/Chief Human Resources Officer Teacher – English Teachers Association

Aitken Spencer Group Ltd No 56 A, Mission Road

No 315, Vauxhall Street Kotte, Sri Lanka

Colombo 2, Sri Lanka

Tel: (O) +94 011 2308048 Tel: +94 0112 865731

(M) +94 077 3925975

I do hereby certify that above particulars are true and accurate to the best of my knowledge and I would be very much thankful if you could kindly consider my application for a suitable position in your esteemed organization.

Yours faithfully,

**…………………………………………….**

**Thoshini Jayatilleke**