

ANUSHKE KARUNARATNA

PERSONAL DETAILS

0431 357 038

anushke.k@gmail.com

EDUCATION

2015-2016 **Bachelor of Engineering (Chemical) (Honours)**

RMIT University

Melbourne, Victoria

2010-2014 **Bachelor of Engineering (Chemical)**

RMIT University

Melbourne, Victoria

2004 – 2009 **Victorian Certificate of Education**

Glen Waverley Secondary College

Glen Waverley, Victoria

1997 – 2003

Wheeler's Hill Primary School

Wheeler's Hill, Victoria

PROFESSIONAL EXPERIENCE

Jan 2018 – Present

Thermo Fisher Scientific

AI Service Sales and Training Co-ordinator

Duties:

- Provide extended warranty pricing and contract information to Territory Managers & Product Specialists at the point of instrument sale
- Manage service contract pipeline for on time renewals
- Prepare service contract documents and proposals in a timely manner
- Assist the Service Sales Product Specialist in key opportunities and provide backup where Required

Required

- Meet key financial and sales objectives of the service sales team
- Keep reliable documentation for all contracts sold
- Work closely with service admin to ensure correct updating of the service system for contract entitlements
- Ensure that training materials, equipment, catering and facilities are ready for customer training courses
- Liaise with customers regarding course information and details
- Update online booking system with training course information
- Liaise with marketing team to provide material to promote the Analytical Training Academy

Nov 2011 – Feb 2018

TGI FRIDAYS-Forest Hill

Service attendant/Team Leader/ Supervisor (Part-time/Full time)

Duties:

- Handling customer complaints
- Answering the phones to answer queries and take bookings
- Train new staff at providing effective service for guests
- Meet and greet guests, organize table reservations, and offer advice about menu choices
- Maintain a high standard of personal hygiene

2011

Roy Morgan Research-City

CATI interviewer (casual)

Duties:

- Making calls to customers as requested by the survey department
- Performing routine data entry
- Meeting targets as requested by supervisor

RELEVANT SKILLS AND EXPERIENCE

Computer Skills

- Experienced and confident in MSWord, Excel, PowerPoint, Access, Visio and HYSYS. These applications were constantly used during my studies

Communication/Interpersonal Skills

- More than 5 years' experience in a customer service role. Confident in handling customers and understands the importance of quality customer service.
- Been recognized at work for excellence in service and won awards for outstanding customer service
- Excellent written communication skills demonstrated in assignments at University
- Ability to maintain an enthusiastic and a professional approach on customers at Work

Problem-solving and Analytical Skills

- Conducted research for second year project into the way in which pharmaceuticals are marketed. This required the sophisticated use of internet resources, the development of questionnaires and detailed analysis of results. Achieved High Distinction for project.

Teamwork and Time management Skills

- Ability to meet deadlines on case study reports at university
- Excellent team working skills to be able to lead a team and be a part of it
- Providing effective feedback to group members on assignments before submission
- Experience in working in a fast-paced team environment at TGI Friday's
- Working as a team to meet daily sales targets as requested by management at TGI Fridays

Planning and Organising Skills

- Managed full time work and full time study through effective time management

Leadership and Initiative

- Ability to work under limited supervision during the training period at TGI Fridays
- Played a leading role in an oral group presentation on social responsibility at University

INTERESTS AND ACTIVITIES

2012-2014 Committee Member, RMIT Asian Association

My role was in charge of sponsorship. The club became the biggest university club due to us getting companies on board to provide incentives to get students to join. Finding businesses and having meeting

1998- 2012 Karate

Joined karate at a very young age and made it all the way to black belt. Learned more than self-defense through classes such as respect, self-control, and hard-work

2004- 2011 Tennis

Won a U18's Championship in 2005

REFEREES

Referees can be provided on request. Thank You!