

NUWANI FERNANDO

The nature of educational qualification & the experience gained throughout the past years have been prepared to drive through Accountability ,Humility ,Honesty & Integrity to achieve the passion for service excellence & Sustainability



+94715364268

Colombo,
Sri-Lanka.

nuwanfernando1@gmail.com

SUMMARY

Diversified background in Telecommunication industry for more than 10 years . Distinguished for qualitative service, Entrusts customer value, and expectation . Creative problem solving, cross functional & multi divisional teams orientation

SKILLS

- Communication
- Multitasking
- Prioritizing
- Organization
- Interpersonal skills
- Initiative and problem-solving abilities
- Dependability
- Negotiation

WORK EXPERIENCE

Specialist – Coordinator /Technical (2012 –Present) Sri-Lanka Telecom Mobitel (Pvt) Ltd – Sri-Lanka

Sri-Lanka Telecom Mobitel (Pvt) Ltd is well known as one of the highly reputed Mobile Service Provider in the State of Sri-Lanka. Mobitel was one of the foremost mobile service providers in Sri Lanka, beginning operations using first generation cellular technology and now growing with GSM, WCDMA & LTE.

- Ensure solving problem subjected to technical concerns with diversity and multi-disciplinary teams
- Support planning and coordination for customer based complaints
- Help build positive relations within the team and external parties
- Schedule and organize meetings/events and maintain agenda
- Prepare paperwork and order material
- Keep updated records and create reports
- Support growth and program development
- Writing reports analyzing the customer service that your organization provides

Specialist – Customer Support (2011-2012) Sri-Lanka Telecom Mobitel (Pvt) Ltd – Sri-Lanka

- Ensure to provide excellent customer service through phone, e-mail, chat, etc. in timely and accurate manner.
- Serve as liaison between customer support team, management and customer to improve customer service and business productivity.
- Analyze customer complaints and provide appropriate corrective actions.
- Assist directly or route customers to the appropriate personnel for assistance.
- Ensure customer satisfaction by meeting customer needs in courteous and timely manner.
- Track, follow-up and resolve customer's outstanding issues in a timely fashion.
- Develop customer service programs in order to provide outstanding service.
- Prepare documentation and reports on routine customer correspondence for future reference purpose.
- Assist in training peers on improving customer support service.
- Develop and maintain in-depth product knowledge.
- Conduct customer surveys about the company's service so as to obtain feedback.
- Communicate customer feedback to technical and marketing teams in order to develop processes for better serving customers

Senior Executive - Customer relationship Management (2009-2011)

Sri-Lanka Telecom Mobitel (Pvt) Ltd – Sri-Lanka

LANGUAGES

English ✓

Sinhala ✓

- Providing help and advice to customers using your organization's products or services.
- Communicating courteously with customers by telephone, email, letter and face to face.
- Maintain weekly reports on customer inquiries, responses and feedback so as to develop customer service analytics and trends.
- Investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by customer service assistants.
- Handling customer complaints or any major incidents, such as a security / Customer being taken ill.
- Issuing refunds or compensation to customers.
- Keeping accurate records of discussions or correspondence with customers.
- Analyzing statistics or other data to determine the level of customer service your organization is providing.
- Producing written information for customers, often involving use of computer packages/software.
- Developing feedback or complaints procedures for customers to use.
- Developing customer service procedures, policies and standards for organization or department.
- Meeting with other managers to discuss possible improvements to customer Service & training staff to deliver high standard customer service.
- Learning about your organization's products or services and keeping up to date with changes.
- Keeping ahead of developments in customer service by reading relevant journals, going to meetings and attending courses

PROFESSIONAL SKILLS

MS Office ✓

CRM ✓

ERP ✓

CEM ✓

Call center executive (2007 -2009)

Sri-Lanka Telecom Mobitel (Pvt) Ltd – Sri-Lanka

EXTRA-CURRICULAR

ACTIVITIES

Treasurer of Science & Mathematics Association
(2004-2005)

Vice Treasurer of Games Clubs
(2002)

Member of School debate team (2001-2002)

- Determines requirements by working with customers.
- Answers inquiries by clarifying desired information; researching, locating, and providing information.
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
- Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.
- Maintains call center database by entering information.
- Keeps equipment operational by following established procedures; reporting malfunctions.
- Updates job knowledge by participating in educational opportunities.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Assistant teacher (2006-2007)

Kuddles Montessori - Sri-Lanka

- Plan lessons that teach specific subjects,
- Teach whole groups, or small group the lessons that they have prepared
- Assess and evaluate students' abilities (strengths and weaknesses)
- Prepare students for standardized tests
- Communicate student progress to parents
- Develop and enforce classroom rules
- Supervise children during extracurricular activities (lunch, playground, etc.)

- Conduct in-class activities.

EDUCATION

- Bachelor of Arts in Social Sciences (2014 Up to)
Open University of Sri Lanka
Core Subjects -Economics and Development
Studies/Communication Studies/Society and Culture Studies
- G.C.E. A/L Examination in 2005
St Anne's Convent
Science stream
- G.C.E. O/L Examination in 2002
St Anne's Convent

OTHER CERTIFICATES /TRAINING

- Successfully completed British council Upper Intermediate levels
- Participated & completed Executive Development Program conducted by High 5
- Completed training program of Decision making & Negotiation skills by Dr. Errol Wirasinghe

REFEREES

Mrs. J.W.I Jayamini ,

National Child Protection Authority,

Deputy Director of Administration ,

No. 330, Thalawathugoda Road,
Madiwela,
Sri Jayawadrenapura

+94703458801

Mrs. Roshithri Perera ,

Mobitel Pvt Ltd ,

Senior Manager - Customer Care ,

No. 108, W. A. D Ramanayake Mw,

Colombo 2

+9471-2712166

PERSONAL INFO

Full Name - Nuwani Vayama

Nadhikani Fernando

Date of Birth-13th Sep 1986

NIC -867573011V

Nationality -Sri Lankan

Marital status - Married