NUWANI FERnANDO



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**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**

*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*

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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)

**LANGUAGES**

**English √**

**Sinhala √**

**PROFESSIONAL SKILLS**

**MS Office √**

**CRM √**

**ERP √**

**CEM √**

**EXTRA-CURRICULAR ACTIVITIES**

**Treasurer of Science & Mathematics Association (2004-2005)**

**Vice Treasurer of Games Clubs (2002)**

**Member of School debate team (2001-2002)**

**Personal Details**

Full Name-

Nuwani Vayama Nadhikani Fernando

Date of birth –

N.I.C –

867573011v

Nationality-

Sri-Lankan

Marital Status-

Married

**Details**

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

* 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

Call center executive (2007 -2009)

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

* 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.)

1986-09-13

**PERSONAL INFO**

**Full Name - Nuwani Vayama Nadhikani Fernando**

**Date of Birth-13th Sep 1986**

**NIC -867573011V**

**Nationality -Sri Lankan**

**Marital status - Married**

* 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

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