**CURRICULUM VITAE**

Surname with initials : Fernando K.W.L.D

Name indicated by initials : KumarageWaththage Lakshitha Dewthilina Fernando

Residence Address : 284, De Soyza, Moratumullla, Moratuwa.

Date of Birth : 06.07.1991

Nationality : Sinhala

Civil Status : Single

Contact No. : Mobile : 0725836835/0702687466

E-mail Address : lakshithafernando714@gmail.com

**EDUCATIONAL QUALIFICATIONS**

* G.C.E (O/L) Examination

School : S.T.C. Mount Lavinia Index No.: 70345880 Year : 2007

**Subject Results**

English A

Christianity B

Sinhala B

Social Studies B

Mathematics C

Business Studies C

Science S

Art S

* G.C.E. (A/L) Examination

School : S.T.C. Mount Lavinia Index No. : 4258460 Year : 2010

**Subject Grade**

Business Studies B

Economics C

Accounting S

English C

**PROFESSIONAL QUALIFICATION**

* Done Advanced diploma in Business Management in Aquinas school of education.
* Done national certificate in information and communication technology course at Rathmalana Lalith Athulathmudali vocational training Center

**WORKING EXPERIENCE**

* Worked at Nations trust Bank in central clearing department. Worked there for three months.
* Worked at HNB bank ISD department (ATM operations)

1. Cash clearing inquiries.
2. Informing the vendors ATM issues whenever the ATM goes down (not working)
3. Informing to vendors (DMS, informatics)when the ATMS not working dispenser fault errors cash not dispensing errors.
4. Clear knowledge about the ATM issues ATM handling and cash loading

* Currenetly working at Etisalat Consumer Customer Experience team as Call Center Specialist

1. Working at call center since 2015.
2. Was a Team Leader.
3. Knowledge about the customer inquires and customer complaints and handle them accordingly in any situation.

**EXTRA CURRICULAR ACTIVITIES**

* Was a Committee Member of the Commerce Society in year 2008, 2009, 2010.
* Was a Committee Member of Sinhala and Drama Literary Society in year 2008, 2009 and 2010.
* A member of H.N.B. Students saving unit.

**SPORTS ACTIVITIES**

**Cricket**  : U15 - Was a member of the team which qualified for the semi finals at the Inter Schools Tournament -2006

U17 – Was Captain of the ‘B’ team which qualified for the semi finals at the Inter Schools Tournament -2007

2nd XI- 2008,2009,2010

**Soccer** : U17- Participate in the Royal-Thomian Encounter 2007

Member of the Team which emerged Runner up at the Zonal Schools Tournament 2007

**Hockey** : 1st XI-2009/2010

Colours awarded in 2009

Re awarded in 2010

Represented the House in Football and Cricket.

**REFREES :**

**01. Mr Tuan Rameez Rajap**

Manager – Consumer Contact Experience

Etisalat lanka (Private limited),

Tel: 0722396222

**02. Mrs. Anuththara Samarathunga**

Assitant manager-Consumer Complaint Management

Etisalat lanka (private limited)

Tel: 0722487187

I confirmed above details are true & correct to the best of my knowledge & belief and assure you my best service in the event you offer me employment.