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## MOHAMED YUSUF

OPERATIONS EXECUTIVE

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### OBJECTIVE

My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.



No.120/19, Sri Saddharma  
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### REFEREES

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## EXPERIENCE

### AEGIS SRI LANKA (1 YEAR AND 3 MONTHS) CUSTOMER CARE EXECUTIVE

FROM DECEMBER 2018 TO PRESENT

- Eleven months of experience in BPO, worked as a customer care executive for UBER, handling emergency related issues (SOS) worked with US and INDIAN clients.
- Handling customer queries and complaints
- Maintaining voice quality on calls
- Persistent, patient and sensitive to customer needs and apprehensions
- Excellent knowledge in taking control any situations

### 5M INTERNATIONAL (6 MONTHS) SALES AND MARKETING EXECUTIVE

FROM APRIL 2018 TO SEPTEMBER

- Worked as a sales and marketing executive
- Have a good knowledge and experience of handling with corporate companies like Softlogic, Metropolitan and Abans.

## EDUCATION

- Successfully passed GCE O/L examination
- Diploma in Information and technology
- Following HND in Software development in ICBT
- Proficient in using MS Office (Word, Excel, Access, Power Point)
- Proficient in using Internet and Email
- Following MCSA in Windows server

## SKILLS

- Ability to speak fluently in English Tamil and Sinhala.
- Ability to work any place in Sri Lanka.
- Team management and good learning skills
- Ability to learn new skills and apply them to any scenario.
- Ability to work as a team worker
- Athlete
- Provincial Meet Champion in 100 meters flat race.
- Ability to face problem and solve skills
- Ability work in roster basis

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