CURRICULUM VITAE

**FathimaFazreenaThassim**

No: 53, Kopiyawatte road, Dematagoda, Colombo 09.

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**OBJECTIVES**

Being a part of an experienced and established team and working towards further achievements of the organization while gaining personal job satisfaction and career development.

**PROFILE**

I am currently working at Probiz Trading Company (Pvt) Ltd as Tele-Marketing Executive. Before that I provided my service in a Telecommunication Company in Colombo where my Superiors are Foreigners. My Job position was Manager-Functional which was a challenging one. Prior to that I have worked at Standard Chartered Bank for a period of about 3 years as Tele Marketing Executive. I have a good command in the English Language and that came in good Stead wherever I had worked. I have Proven an ability to work equally well in any sector and I am a quick learner too. I was able to speak to Customers politely and handle them efficiently and diplomatically offering them all information they need in double quick time and end up having a good crop of Sales Benefits to the Organization I serve in. Although I have some knowledge in Business Management I am very keen and desirous to follow a full-fledged Course in Business Management in near Future. **KEY ACHIEVEMENTS**

* At Channel Holdings I joined as the Business Development Executive and with my hard work, I was elevated to the position of Manager-Functional Department while handling the Company Secretarial work and Functioning as a Company Secretary to the Management as well.
* In Standard Chartered Bank I joined as an out source employee and within 6 months period I was able to face Internal Exams and Interviews and continued my service as an Internal bank Employee.
* And I have been awarded as the Best Performer at Tele Marketing Department Continuously for more than 3 months.

**PERSONAL DETAILS**

**Date of Birth :** 28.07.1991

**NIC No** **:** 917100608V

**Gender** **:** Female

**Civil Status :** Single

**Religion** **:** Islam

**Nationality :** Sri Lankan

**License :** Car

**EMPLOYMENT HISTORY**

* **PROBIZ TRADING COMPANY (PVT) LTD**

Tele-Marketing Executive

Key Responsibilities

1. Calling International Clients and bring in sales to achieve company targets
2. Collect the documents from clients
3. Provide after sales services
4. Giving Solutions for Customer Issues

* **CHANNEL HOLDINGS (PVT) LTD**

Manager-Functional-From 6th January’14 to 11th July’14

Key Responsibilities

1. Maintain the Master MIS of Easy Payment Scheme Customer Base
2. Verify the Customer Application Forms
3. Pass them through Approval process
4. Maintain Internal Documentations
5. Build required documents
6. Providing the relevant Information to other Department

* **STANDARD CHARTERED BANK**

Tele Sales Executive –From 1st August’11 to 24th Jan’14

Key Responsibilities

1. Call the Existing & new to Bank Customers and Offer the Products
2. Check & Complete Internal Documentation for sales
3. Scan and Submit the application forms of Customers to process
4. Sometimes visit the customers for services
5. I was the Department Treasurer
6. Make the Schedule of Customer visits
7. Provide after sales services
8. Giving Solutions for Customer Issues
9. Maintain Customer Data Base

* **MAFOI RANDSTAD (PVT) LTD**

Tele Sales Executive –Mafoi Randstad Service provided for Standard Chartered Bank from 31st Jan’11 to 29th July’11

**PROFESSIONAL QUALIFICATION**

* Following Diploma in Montessori and Primary Education at Royal Institute
* Following CBF at IBSL
* Completed AAT – Intermediate level
* Completed Diploma in English – Intermediate, Aquinas college
* Certificate in Interact Leadership Training
* Certificate in Computerized Accounting
* Completed All Island Graded Examinations of Spoken English 5 years in a row at Institute of Western Music & speech

**KEY SKILLS**

* Excellent in English, Sinhaleseand Tamil
* Excellent communication and interpersonal skills
* Provide expert, timely, efficient and professional delivery of service using the appropriate available resources.
* Fast learner and flexible in adopting changes
* Excellent Team player and ability to work under pressure.
* Positive attitude towards the tasks assigned In order to achieve Service Level Agreement.
* Ability to handle customer queries promptly and provide maximum customer satisfaction.
* Capable in Training staff.
* Good working knowledge of computer software and hardware
* Good planning and organizing skills
* Good problem solving and Analytical skills
* Capability in attracting customers and cross selling

**EXTRA CURRICULAR ACTIVITIES**

* Senior Prefect 2009/10
* Editress of the Interact Club 2009/10
* Asst. Treasurer of the Media Unit 2009/10
* Member of the IT Club
* Member Of the school Netball Team

**ACADEMIC QULIFICATIONS**

**1997-2010 Muslim Ladies College, Colombo-04**

* **GCE (A/L) Examination-2010**
* Economics A
* B. Statistics A
* Accounting C
* G. English B
* **G C E (O/L) Examination-2007**
* English A
* Commerce A
* Social Studies A
* Tamil A
* Mathematics B
* Islam B
* Development Studies C
* Sinhala C
* Science C
* Art S

**Non-Related Referees:**

**Mr. M.C.S Cooray M.N.M. Ishrafdeen**

Chairman Assistant Marketing Manager

Leader Group (pvt) ltd Akhthari trades (Pvt) Ltd

117, Jayantha werasekara mawatha, 132/5, negombo road,

Colombo 10. Kadana

0114820821 /0777761627 0112239551/ 0772219202

**DECLARATION**

I do hereby certify the above details given by me are true and correct to the best of my knowledge.

In the event of my being selected, for which you consider me suitable, I assure that all duties entrusted to me will be fulfilled to the best of my ability and to the entire satisfaction of all my superiors.

Date Signature