

Rinusha Razik

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Business Development/ Marketing/ Client Relations



OBJECTIVE

Obtain a career with an organization, providing career growth based on performances and accomplishments where I can apply my require skills, abilities, knowledge, linguistic skill and education that will enable me to contribute to the company goals.

PROFESSIONAL EXPERIENCE

Willrich Holdings (Pvt) Ltd [Jobbook.lk] - From Dec 2015 to present.



A company committed with offering inspiring talent management solutions that help unlock human potential in Sri Lanka. Being a part of WILLRICH HOLDINGS, our aim is to be the perfect talent solution provider to our customers. Our definition on talent management can be put in a nutshell as an aptitude of using strategic human resource to perk up business values and allocating possibilities to enable companies reach their goals with minimum effort.

Executive – Business Development

Responsibilities:

- Researching organizations and individuals online (especially on social media) to identify new leads and potential new markets
- Researching the needs of other companies and learning who makes decisions about purchasing
- Contacting potential clients via email or phone to establish rapport and set up meetings
- Planning and overseeing new marketing initiatives
- Maintaining fruitful relationships with existing customers

FirstSource – Dialog Solutions (Pvt) Ltd (Feb 2015 – Nov 2015)



Dialog Axiata PLC, an ISO 9001 certified company, is a subsidiary of Axiata Group Berhad. The company operates 2.5G and 3/4G Mobile Communications networks supporting the very latest in multimedia and mobile Internet services. Dialog has the distinction of being the first 3G operator in South Asia to commence commercial operations. Its local coverage spans all provinces of Sri Lanka, while international roaming is provided in over 200 destinations. Dialog Axiata, the largest and fastest growing cellular service in Sri Lanka, serves a subscriber base in excess of 6.7 million Sri Lankans. (www.dialog.lk).

Executive – Customer Service

Responsibilities:

- Maintain Customer focus at all times and respond to customers' inquiries (direct, E-mail, Phone and fax) using the best practice guide lines.
- Answering inbound calls and make outbound calls as per requirement as a call operator
- Provide Technical supports to customers' over the phone and achieve the first contact resolution.
- Work within the agreed service levels, striving to exceed customer expectations wherever possible.
- Take ownership of queries and proactively follow through to resolution.
- Ensure all customers' queries are investigated and resolved, escalating issues if appropriate, to the Team Manager.
- Inform customers about Our services that could suit them & Suggesting products they may be interested in
- Monitoring and developing new staff to meet customer service requirements.

AREAS OF EXPERTISE

- Interpersonal skills
- Strong communication skills
- Self-Motivation
- Customer Satisfaction
- Solution-orientated
- Team Working
- Planning & Implementation
- Strategic thinking
- IT & Numeracy Skills
- Excellent time management & organization
- Adaptability
- Goal Oriented

PROFESSIONAL QUALIFICATIONS

- Successfully completed the Introductory Programme of International Relations in Bandaranaike Center for International Studies. (BCIS, Colombo 07.)
- Successfully completed the Diploma in International Relations in Bandaranaike Center for International Studies. (BCIS, Colombo 07)
- Currently following the Advanced Diploma in French at Alliance Française de Kotte, Colombo 05. (B1)
- Successfully completed the Cambridge English Qualification at Academy of Professional Studies, Nugegoda. (APS)

Level	Result
A1	Distinction
A2	Merit
A3	Merit

ACADEMIC QUALIFICATIONS

- Successfully completed GCE O/L Examination - (2011) (Index No:11774541)

<u>Subject</u>	<u>Result</u>
English	A
Mathematics	A
Health	A
Sinhala	B
Commerce	B
Islam	B
Science	C
History	C
Art	C

- Successfully Completed GCE A/L Examinations (2014) (Index No: 1147463)

<u>Subject</u>	<u>Result</u>
Economics	S
English	S
French	S
General English	A

LANGUAGE PROFICIENCY

	Writing	Speaking	Reading
English	Excellent	Excellent	Excellent
Sinhala	Excellent	Excellent	Excellent
Tamil	Good	Good	Good

KEY SKILLS

- Excellent work ethics highly motivated with strong communication skills and interpersonal skills.
- Ability to work well with individuals and team from diverse backgrounds.
- Excellent command in Microsoft Office package.
- Excellent computer literacy.
- Ability to work under stress in order to the success of the organization.

EXTRA - CURRICULAR ACTIVITIES

- Member of the school English Club
- Member of the school Media Club
- Member of the school Club De Française
- Member of the school General Knowledge Club
- Participated in Inter-house Sports Meet
- Finalist in the Toastmasters' speech contest

PERSONAL INFORMATION

- Date of Birth - 29 September 1995
- School Attended - H/Hambantota Vidyalaya, Hambantota.
Muslim Ladies' College, Colombo 04.
- NIC Number - 957733565V
- Gender - Female
- Nationality - Sri Lankan
- Marital Status - Single
- Permanent Address - No.02, The Government Quarters Road, Hambantota.
- Current Address - No.15/26 A, Malwatta Road, Dehiwela.

NON – RELATED REFRESS

1. Mr.Malika Amarasekara
Executive Director
Willrich Holdings (Pvt) Ltd
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2. Mr.Prasanna Amaranayake
Senior Manager,
Human Capital & Operations
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DECLARATION

I hereby certify that the above given particulars are true and accurate to the best of my knowledge.

Rinusha Razik