

Imesha Senanayake



IT Executive & Customer Service Executive

CONTACT INFO

- +971545134339
- Apt 140, Al Awqaf 668, Latifa bin Hamdan Street, Alquoz 4, Dubai
- Gmail: imeshadilshani0@gmail.com

SOCIAL

in

<http://www.linkedin.com/in/imesha-dilshani-5ab987198>

f

<https://www.facebook.com/imesha.senanayake.9?mibextid=LQQJ4d>

PERSONAL INFO

- Name – Imesha Dilshani Senanayake
- Date of Birth – 20th December 1997
- Nationality – Sri Lankan
- Passport No. – N10384656
- Visa Status – Visit visa

ABOUT ME

I'm an enthusiastic, hardworking and committed individual with a proven track record of excellence. I have strong technical skills, as well as excellent interpersonal skills. I'm eager to be challenged in order to grow and expand on the skillset I have gained through my experiences.

WORK EXPERIENCE

IT Executive - Vasan Healthcare Lanka PVT(LTD)

From 27th December 2021 up to now as IT Executive and Patient Care Coordinator.

- Handling Networking Issues and resolving breakdown.
- Working with MS Office package.
- Working as a Head of the Customer care Department.
- Managing Customer enquires in person and resolving any issues promptly.
- Successfully coordinating all communication during consultation time.
- Ensuring all cash and card transactions for customers are processed correctly.
- Acting as a Public Relationship Officer.
- Successfully handling customer and handling with friendly and politely.
- Successfully handling Patient Care Team.
- Handling Customer call promptly.
- Coordinating Marketing side and planning promotion for customer

IT Tutor- Esoft Metro Campus Negombo

From September 2019- October 2020 as IT Tutor, Student Counsellor and Acted as an IT Lecturer.

During this period, I have performed and could be able to get good knowledge about following areas.

- Marketing side and Planned Promotion for Customer as a Student Counsellor.
- Worked with MS Office Package as an IT Tutor.

NON-TECHNICAL SKILLS

- *Communication*
- *Problem Solving*
- *Time Management*
- *Problem Solving*
- *Leadership*
- *Multi-Tasking*
- *Decision- Making*
- *Skill Management*
- *Customer Satisfaction*
- *Creativity*
- *Team Management*

REFEREES

- **Buddika Silva**
Senior optometry Executive,
Srilanka
+94779524175
- **Christeen Weerawardana**
Head of Customer care –
vasan Eye Hospital
+94762515523

EDUCATIONAL QUALIFICATION

- BTEC HND in Bio Medical Science/Edexcel (Pearson) at BCAS City Campus Finished with overall Merit (finished on May 2019)
- DiTEC level 04 Diploma in Information Technology with E-commerce@ institute of Esoft Metro Campus -Pearson qualified (finished on April 2017)
- Passed G.C.E.Advanced Level Examination 2016 and Ordinary Level Examination 2013.

OTHER QUALIFICATION

- High Fluency in English in Both Spoken and Written areas.
- Multiple prizes in Mathematics, Science and English Language in the period from 2009 to 2012 held at Zonal and Divisional Levels.
- Wining Prizes in Science in Intra School science Competition in 2012
- Good Knowledge in Microsoft Office Package.
- Wining Prizes In Tennis in Intra School Tennis Competition.
- Wining Prizes in Debate Competition in the Debate Competition.

EXTRA CURRICULAR ACTIVITES

- Member of the astronomy Society of Newsted Girls College Negombo.
- Member of the Biological Society of Newsted Girls College Negombo.

TECHNICAL SKILLS

- Using computer software
- Create and Manage the Spreadsheet, Reports, Database, Documents, Filling System
- Computer Literacy
- Handling Calls via PABX
- Call Forwarding, Transferring and Diverting
- Project Management
- Editing
- Data Entry

I do hereby certify that the above particulars given by me are true & correct to The best of my knowledge.

Signed; *Imesha Dilshani Senanayake*