



Viraj Sanjeewa Jalath Thanthri

Date of birth: 25/12/1985 | **Nationality:** Sri Lankan | **Phone number:**

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ABOUT ME

As a Educated Person, I have 14 years of experience as a Process Associate, Customer Service Representative, Team Lead & Quality Controller in Sri Lanka & Have 3 years Experience In IT Administrator in Sri Lanka, also have 1 years of experience in Freelance Digital Marketing in UAE as well as Graphic Design. I am a Fast learner, a good Team player & responsible person. I am flexible and courageous to do a job that I am capable of.

WORK EXPERIENCE

04/05/2020 – 08/12/2023 Yakkala, Sri Lanka

IT ADMINISTRATOR ROYAL GIANT INTERNATIONAL PVT LTD

Infrastructure Management, Technical Support, Software and Hardware Maintenance, Documentation & Collaboration

06/01/2021 – 04/11/2021

FREELANCE DIGITAL MARKETING AL NAWRAS AL THAHBI USED AUTO SPARE PARTS

Connect the customer through the internet and promote our goods. Communication with customers around the world. I got a chance to work as freelancer job in sharjah under Royal Giant International PVT LTD In Sri Lanka.

30/04/2015 – 30/07/2019

SENIOR QUALITY CONTROLLER R R DONNELLEY OUTSOURCING PVT LTD

Quality Check the customer response before sending it. It should be polite, clean & organized.

30/03/2010 – 29/04/2015

CUSTOMER SERVICE REPRESENTATIVE & TEAM LEADER R R DONNELLEY OUTSOURCING PVT LTD

To handle complaints and are responsible for maintaining overall goodwill between an organization and its customers. We manage data regarding customer satisfaction and report it. I lead them to do it.

15/05/2005 – 29/03/2010

PROCESS ASSOCIATE R R DONNELLEY OUTSOURCING PVT LTD

To Process Data from the UK sector and computerize using methods correctly and organizing.

EDUCATION AND TRAINING

06/01/2012 – 24/03/2014 Colombo, Sri Lanka

INFORMATION TECHNOLOGY Asian Computer Systems

03/01/2011 – 31/01/2012 Colombo, Sri Lanka

COMPUTER NETWORKING & GRAPHIC DESIGN Mohan Lal Grero Foundation

● **LANGUAGE SKILLS**

Mother tongue(s): **SINHALA**
Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	C2	B2	B2	C2
HINDI	C1	A1	C1	C1	A1
URDU	C1	A1	C1	C1	A1
JAPANESE	A2	B1	A2	A2	A2
SWEDISH	B1	B1	A2	A2	B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Microsoft Office, Microsoft Word, Microsoft Excel, Outlook, Facebook, Google | Responsibility | Good listener and communicator | Computer Troubleshooting and Repair | Internet, E-mail and Social Media | Adobe In Design and Photoshop | Team-work oriented | Flexibility | Decision-making | Written and Verbal skills | Learning new technology

● **ADDITIONAL INFORMATION**

HOBBIES AND INTERESTS

Entertainment Love to listen Songs, Watch Movies, Playing Cricket. Reading,

PASSPORT DETAILS

23/08/2023 – CURRENT
Passport No : N10860949

Write here the description...