

Janika Fernando

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niurangijanika@gmail.com



ABOUT ME

With over 09 years of dedicated experience. I am energetic and cordial client relations professional with skills in money management and communication. Handles working in customer service role with ease and enjoys being part of a team to get tasks done more quickly. Always open to learning on the job.

EXPERIENCE

Orient Finance PLC – Sri Lanka Executive – Client care Coordinator March 2021 – Sep 2024

- Address and resolve customer inquiries and concerns in a timely and efficient manner via email and telephone.
- Build expert, dynamic knowledge of the company's products and services.
- Maintain accurate and up-to-date customer records and documentation
- Support colleagues deal with difficult customer situations.
- Monitor and manage customer feedback and satisfaction metrics.
- Provide insights based on customer feedback to assist in business decision-making.
- Create invoices for customers/chase outstanding payments.
- Manage customer accounts – build relationships/rapport with these customers.
- Fulfill any other reasonable requests as determined by the company, aligning with the role, skills, and experience.
- Prepare reports and analysis on customer service metrics and trends
- Monitor and track customer feedback and satisfaction levels, proposing and implementing improvements as needed.

Asia Asset Finance PLC (subsidiary of muthoot finance) – Sri Lanka Customer service Coordinator cum Cashier Oct 2015 – Feb 2021

- Greet and assist customers in a friendly and professional manner.
- Process cash and credit card transactions accurately and efficiently.
- Handle customer complaints and resolve issues in a timely manner.
- Operate the cash register, handle cash and make change as necessary.
- Keep track of all transactions and ensure that all cash is accounted for at the end of each shift.
- Maintain a clean and organized work area
- Stay updated with product knowledge and company policies to provide accurate information
- Ensure correct calculation of the daily cashier's report and look after the sales reports content, reconcile against the cash, credit card and deposit slip sales. Ensuring that no difference is identified.

Sri Lankan Air Line
Customer service & data entry officer
Nov 2014 - Aug 2015

- Provide basic and accurate information in person and via phone/email.
- Perform clerical duties such as filing, photocopying, and faxing.
- Develop and maintain filing systems, both paper and electronic, ensuring that all documents are properly stored and easily accessible
- Provide general administrative support to all departments, including data entry, report preparation, and other tasks as assigned.
- Monitoring data errors and creating report to submit to the management
- Attending to requirements of Audits and provide responses to audit remarks in respect of the functional area
- Research and obtain further information for incomplete documents

SKILLS

MS Office
Guest handling
Fast Typing
Hard Working
Fast Learner
Team work
Time Management
Multitasking
Deadline Achievement
Ability to work independently.
Good organizational skills
Professional attitude

EDUCATIONAL BACKGROUND

- Reading Bachelor of Business Management (Hons) at Esoft Metro campus.
- Passed the G.C.E Advance level & Ordinary level in Sri Lanka

REFERENCES

Mr.Sahan Bandara
Accountant
Maxies Company (Pvt) LTD-Sri Lanka
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PERSONAL DETAILS

Name -Janika Niurangi Fernando
Date of Birth - 18.05.1995
Nationality - Sri Lankan
Visa Status - Visit Visa
Religion - Roman Catholic

ACHIVEMENT

- Won 1st place in Travel Trade swimming competition in 2014 representing Sri Lankan Airline
- Qualified Bronze medallion life server in Sri Lanka

Mrs.Madushi Fernando
Assistant Manger -Guest Relations
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