

Resume of Niroshani Rankothge

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Home Address: No 45, Uswatta Mawatha, Ethul Kotte.



PROFILE

Highly motivated, energetic professional over 9 years of successful carrier history through Customer Service, Excellent communicator, negotiator with higher standard of interpersonal skill, strong rapport builder by maintaining excellent customer satisfaction, goal achiever with minimum supervision and excellent coordinating skill while being strong team player to achieve results. Well organized, attention to details and proficiency using MS office and thorough with latest corporate technology

Work Experience



Regus – Administration and Operation Assistant Manager Aug 2013 up to date (Dubai and Sri Lanka)

In my current position in this multinational, UK based company, I handle financing, customer service and marketing procedures providing hospitably services and other services. I resolve customer queries and maintain customer service procedures.

Key Areas of Responsibility

Supervision of CSRs


- Serves as the primary backup for the General Manager including (as needed) conducting customer meetings, touring customers, handling customer concerns, coordinating questions through to resolutions with the Global Service Centre (GSC) team on behalf of the customers, etc.
- Serves as a mentor and trainer for new CSRs in the centre and a team leader to the CSRs throughout the day.


Selling Services

- Contribute to the overall revenue of the centre by identifying opportunities and actively up selling/cross selling Regus products and services.
- Ensures that all daily service charges are captured and entered into the POS (billing system) on a daily basis

Customer Service/Administration

- Act as a key point of contact for customers and visitors providing a professional and friendly service as well as delivering an exceptional first impression.
- Serve as a primary resource in assisting customers within the centre; whether showing a customer to a meeting room, preparing their new office for move-in, troubleshooting basic technical issues, programming a phone, moving furniture to accommodate their office needs, providing a beverage or assisting with copies/administrative tasks.
- Provides a great environment for our customers by taking pride in continually keeping the centre “show ready” by ensuring the business lounge, conference rooms, show offices and common areas are spotless and prepared for our next guests at all times.
- Answering their phones, sending their packages, ordering their office supplies, booking their meeting rooms, preparing their meeting rooms, and ensuring that they are able to concentrate on their work, while we manage their office needs.
- Serve as a resource for customers seeking information, assistance or recommendations; a thorough understanding of all key services, products and amenities are critical in the ability to deliver service in an exceptional and timely manner.
- Demonstrate a true passion for customer service by proactively seeking ways to surprise and delight our customers and guests, always going above and beyond.

 2013 January to 2013 June – Worked as an Accounts Assistant at Charith Enterprises

 2008 October to 2012 May – Worked as a team leader at Tesco Supermarket and Krispy Cream Doughnuts (Pvt) Ltd in United Kingdom.

Academic Qualifications

- Successfully completed the Advanced Diploma in Human Resource of Gloucestershire University.
- Passed GCE Ordinary Level at Anula Vidyalaya, Nugegoda
- Passed GCE Advanced Level at Anula Vidyalaya, Nugegoda

IT EXPERIENCE AND OVERALL COMPUTER LITERACY

- Proficient in word processing, database, spreadsheet, presentation packages, other MS Office packages and touches typing.

General information

Gender - Female

Age - 29 Years

Nationality - Sri Lankan

Date of Birth - 16th March, 1988

Religion - Buddhism

I hereby certify that the above particulars are true and accurate to the best of my knowledge and in the event of chosen, shall endeavour to carry out my duties to the best of my abilities.

Geethanjali Niroshani Rankothge,

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Reference

Asanka Pathirage,
Managing Director,
FDC Interior Design,
2ndFloor, Dutugamu Road,Dehiwala
0715584666

Reference

Pradeep Dissanayake
Additional Director ,
Enter Development Authority
Elwitigala Mw, Colombo 5
0773170874