



# SEWWANDI KARUNARATHNA

## Profile

I am seeking a competitive and challenging environment where I can enhance my experience and knowledge, providing my best effort to serve the organization while establish a carrier for myself.

## Personal Details

### Name in Full-

Imihami Mudiyansele Kanchana  
Seewandi Karunaratna.

**Date of Birth-**01<sup>st</sup> July 1996

**Marital Status-** Single

**Gender-** Female

**Nationality-** Sri Lankan

**Mobile Number-**0503365039

### Email-

[sewwandikarunaratne2@gmail.com](mailto:sewwandikarunaratne2@gmail.com)

### PASSPORT DETAILS-

Passport No: N8677978

Expiry Date: 07/01/2030

Visa Status: Visit (until 10/12/2022)

## Work Experience

### ❖ Customer Service Supervisor, *Cortex International, Sri Lanka. (2021 – 2022).*

- Strategizing and monitoring the daily activities of customer service operations.
- Assisting customer service staff with duties where required.
- Training staff in areas of customer service and company policies.
- Monitoring and authenticating returns, exchanges, and voids.
- Investigating and solving customer service complaints.
- Assisting with the development and implementation of service policies, and explaining these to staff and customers.
- Maintaining documentation pertaining to customer service department activities.
- Performing additional duties where needed.

### ❖ Customer Care Representative, *Cortex International, Sri Lanka. (2019 – 2021).*

- Receiving and placing customer service telephone calls.
- Maintaining solid customer relationships by handling questions and concerns with speed and professionalism.
- Delivering information about company's offers and promotions.

## Languages

English - moderate

SINHALA - fluent

## References

### 1. Mr. Sandun Vilanga

Usher Supervisor

CINE Royal Cinema LLC

Abu Dhabi.

0569400561

vilanga92@gmail.com

### 2. Mrs. Iroshini Saubhagya

Waitress,

Harmoso Coffee Roasted, UAE.

0501255703

iroshini.jayasuriya@gmail.com

- Keep records of customer interactions, process customer accounts and file documents.

### ❖ Quality Assurance Technician. Global System Solutions, Sri Lanka. (2016 – 2018)

- Monitoring and recognizing images.
- Achieving individual/team targets in the given projects.
- Training and assisting trainee Quality Assurance Technicians when needed.

## Professional Qualifications

- Successfully completed Diploma in media at University of Colombo, Sri Lanka.
- Successfully completed Certificate course in computer Ms Office Applications at Nysco Youth center in Kurunegala.
- Successfully completed online entrepreneurship development Program at Cortex Institute of Higher Education.
- Successfully completed Certificate course in Social Media Marketing at Cortex Institute of Higher Education.

## Educational Qualifications

- Following Advance Business Management Diploma in National Institute of Business Management, Sri Lanka (**NIBM**).
- Successfully completed G.C.E. Advanced level Examination in 2015.
- Successfully completed G.C.E. Ordinary Level Examination in 2012