



PROFILE

Experienced and reliable customer representative and multi skilled person. Proven ability to listen attentively, solve problems efficiently. A very good team player and a honest person. Sri lankan Driving License holder.

CONTACT

PHONE:
+94 77 275 2688

EMAIL:
Zamil0106@gmail.com

Address:

No.53,Naigalahena, yonakapura,
Dickwella

INFO

Nationality: Sri Lankan
Date of Birth: 01st of June 1997
Gender: Male
Status: Unmarried

LANGUAGE

English
Sinhala
Tamil

SKILLS

Customer Handling	90%
Team Management	100%
Computer Skill	100%

MOHAMED ZAMIL

EDUCATION

Ilma College, Matara

- Successfully completed the GCE O/L examination in 2013.'
- Successfully completed the GCE A/L examination in 2016.
- Completed the AAT foundation level.

WORK EXPERIENCE

Xianjiang business (pvt) Lmt,Ajman,U.A.E.

Customer Service and Receptionist

From March 2023 to August 2024

- Attending the customer's issues and assisting to resolve them.
- Guiding the clients to their job roles and assisting to continue the process.
- Achieving the daily targets and monthly targets.

2 Steps (Cashier)

From May 2021 to March 2024

- Registering sales and invoices.
- Balancing the cash register.
- Processing refunds and solving customer issues.

Milvik lanka. Senior customer service officer

November 2018 to May 2021

- Responding to the calls in three languages. (English, Tamil and Sinhala)
- Managing the break plans of all other team mates.
- Achieving the daily target of the call volume.
- Attending the supervisor calls behalf of the supervisor and sorting out the customer issues and complaints

Aegis lanka .(Senior customer service executive)

From 2017 April to 2018 June.

- Acting as first point of contact: dealing with correspondence and phone calls.
- Responding to the calls in three languages. (English, Tamil and Sinhala)
- Promoted as acting team leader.
- Organizing events and conferences.