



HASHAN DHANANJAYA

SUMMARY

I am highly motivated dynamic team player with **10 year** of experience as **Call Center Shift Manager** at **Pizzahut - Sri Lanka**

1 year of experience as a **Insurance Consultant Officer** at Softlogic GLOMARK - Sri Lanka,

I have been employed as a **Crew Member** at **MacDonald's in the UAE** Since January 2022.

I can easily adapt to any circumstances and handle any situation at any time. I'm a smart hard worker, problem resolver. I have strong knowledge about customer service skills experience of customer handling ways of effective communication to resolve disputes.

I can join with your company straight away because **I'm already present in UAE.**

ACADEMIC BACKGROUND

2007 • G.C.E. Ordinary Level Completed and Pass.

2010 • G.C.E. Advanced Level Completed and Pass.

2010 • International Diploma in Computer Studies.

2012 • Diploma in internet & E-commers.

2017 • English Language Course in British Council.

2020 • Diploma in business Management.

• **Speech Training for Fluency in English Certified (YUM).**

PROFESSIONAL QUALIFICATION

2016 • DC (Leading A Shift).

2017 • Customer Service Expert Certified by RH Training and Development.

WORK EXPERIENCE

Call Center Shift Manager

PizzaHut - Colombo, Sri Lanka | January 2011 - March 2021

Key Exposures

Collaborated with management to optimize storage processes for regulatory documentation.

- Managed call center operations, including scheduling for call center agents

- Maintained accurate records using the company's CRM management tool for all meetings and activities

- Exceeded monthly sales targets by 120% for six consecutive months

A hard working person who like to face and work in a challengeable environment and also to get knowledge and experience to be An excellence in my profession and give the support to the organization to reach the highest possible goals and uplift the organization to the highest place in Industry.

Personal information

Full Name

Korale Gedara Hashan Dhananjaya Bandara

Name with Initials

K.G Hashan Dhananjaya Bandara

Birthdate

01/09/1994

Gender

Male

Civil Status

Married

Nationality

Sri Lankan

Religion

Christian

Residence

Dubai

Passport Number

N10750391

Contact

🏠 No 252, Al Muhaisnah Star Building - 76 St - Muhaisnah - Muhaisnah 4 - Dubai

☎ (+971) 543885464

✉ hashbandara1026@gmail.com

SKILL

I'm skilled at thinking creatively to solve problems, understanding what users need, and testing out ideas.

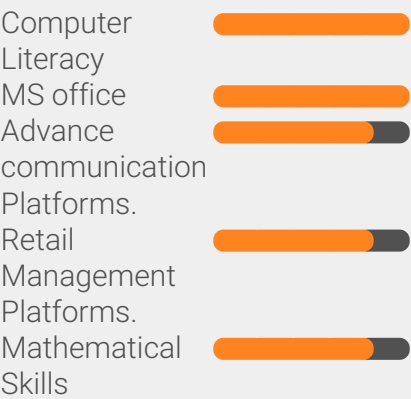
I'm also experienced in making visual plans for digital designs and good at finding smart solutions to challenges.

I'm comfortable using computers and different programs, and I know how to work well in a team and keep things organized. I put a lot of effort into my work and like to keep things clean and tidy.

Language Skill



Key Skills



- Telemarketing.
- Customer service Skills.
- Business Development.
- Sales Development.
- Team Leadership Skills.
- Problem-solving
- Time management
- Adaptability

- Developed new inventory file systems
- Typed and sent confidential emails for senior members on a daily basis
- Maintained and updated more than 10 reports, providing direct updates to higher management

Insurance Consultant Officer
Softlogic GLOMARK - Sri Lanka| January 2021 - December 2022

Key Exposures

Assessed client requirements for suitable insurance packages.

- Tailored policies to meet individual needs.
- Designed and formulated insurance policies aligned with customer preferences.
- Generated non-binding quotations for client review.
- Processed valid insurance claims efficiently

Service Crew
McDonald's - Dubai Airport, UAE| January 2022 - Present

- Take and process customer orders with accuracy.
- Ensure timely and efficient order fulfillment.
- Provide excellent customer service and address inquiries.
- Handle cash transactions and provide change.
- Maintain a clean and organized workspace.
- Perform routine cleaning tasks for the restaurant and equipment.
- Oversee daily operations and coordinate tasks.
- Ensure compliance with policies and provide training when necessary.

Achievements

- Award-winning Call Center Shift Manager**
 - Developed and executed a sales strategy, leading to a remarkable 60% increase in revenue.
- The Best Voice Of The Year 2014**
 - Recognized as the Voice of the Year as a Call Center Agent, receiving numerous commendations for exceeding customer expectations.

DECLARATION

I do hereby conform that the above particulars submitted by me are true and accurate to the best of my knowledge

Date

Signature