



Avishka Mihikalum

Customer Service Representative

6th Villa, 31 Street, Almaya Back Side, Dubai, United Arab Emirates
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 [LinkedIn](#)

Date of birth

2000/06/29

Nationality

Sri Lankan

Skills

Customer Service

Microsoft Excel

SAP

Supply Chain Operation

Analytical Skill

Languages

English

Sinhala

Hindi

Tamil

Profile

devoted and focused professional with extensive experience in banking, customer service, and supply chain management. Proven ability to increase client satisfaction through excellent problem-solving and communication, ensuring that requests are met in a timely and efficient manner. capable in banking, with an emphasis on maintaining compliance, fostering relationships, and managing transactions to support corporate growth. knowledgeable about working with cross-functional teams to reduce costs and boost efficiency, as well as supply chain protocols and operations optimization. excellent analytical and organizational skills, committed to continuous improvement and first-rate customer service.

Employment History

Customer Service Representative, Gulfex, Dubai

February 2024 — Present

- Respond to customer inquiries via phone, email, or chat.
- Provide product and service information to customers.
- Provide product and service information to customers.

Customer Service Representative, Mobitel, Kurunegala

February 2023 — September 2024

- Escalate complex problems to the appropriate department when necessary.
- Maintain detailed records of customer interactions and transactions.
- Stay informed about company products, services, and promotions.

Junior Analyst, Accenture , Colombo

July 2022 — January 2023

- Develop and maintain client relationship Negotiate contract terms with clients
- Ability to identify and resolve problems in a timely manner
- Ability to gather and analyze information skillfully Excellent in computer skills, including Word and Excel in a Microsoft Windows Environment Skills in database management and record keeping Analyze data to identify problematic areas and suggest improvements.

Customer Care Officer, JFS Holdings LTD, Colombo

January 2021 — September 2021

- Educate customers on features, benefits, and usage of products.
- Maintain accurate records of customer interactions, transactions, and feedback in the CRM system.
- Document solutions and update customer profiles as necessary.

Education

Advanced Level, Maliyadeva College, Sri Lanka

October 2017 — August 2020

Ordinary Level, Sir Jhon Kothalawala College,, Sri Lanka

February 2006 — August 2016

Internships

Trainee, Bank of Ceylon, Polgahawela

September 2021 — March 2022

- Provide financial services to customer by helping them choose the right financial products.
- Handle customers' complaints Assist in the promotions of the bank's services.
- Support in the financial products design by bringing new ideas and market research Ability to handle files and payments and collection transactions and respond to customer inquiries.

Visa Status

Freelance Visa (Own Visa)

References

Menol Abrew from Zylostar

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Heshan Jayaratne from Shorages

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