



# T P Ishara Tennakoon

## ABOUT ME

Enthusiastic person with diverse range of analytical and problem solving skills. An outgoing personality with strong and effective organizational and communicational skills. Good team player and able to use own initiative to achieve company objectives. Versatile and learns new tasks/skills quickly.

## CONTACT

- Address: Dubai, UAE.
- Phone: +971 55 890 2924
- Email: tpitennakoon@gmail.com
- LinkedIn:  
linkedin.com/IsharaTennakoon

## SKILLS

- Good Attitude
- Team player
- Experience in Customer service
- Good PR
- Excellent communication with customers and staff
- Ability to understand and deliver a professional service
- Competitive

## PERSONAL PROFILE

**Full Name:** Tennakoon

Pathirannahalage Ishara Tennakoon

**Date of Birth:** 26/04/1998

**Age** : 26 years

**Nationality** : Sri Lanka

**Status** : Single

## NON-RELATED REFERENCES

Available upon request

## WORKING EXPERIENCE

Working at Tropoverse Financial Services – SCB (Credit Cards) in Dubai as Relationship Officer (From 27/05/2024)

Former Small Business owner (Journal items – Ruu Craft - Sri Lanka)  
From August 2022 to April 2024

Working at Noratel International Pvt Ltd as Junior Customer Relationship Executive  
Duration – From October 2022 – To October 2023

- Contact with local & international customers (Sweden / Denmark & Norway) & built good relationship with them
- Accepting new orders & coordinate with internal parties in the company (Planning, Purchasing, Engineering & Shipping teams).
- Communicate with customers via Microsoft teams, skype & emails.

Working at HNB Assurance PLC as Customer Relationship Officer  
Duration – From October 2021- To July 2022

- Contact with customers & built good relationship with them.
- Canvassing new businesses & handled documents of customer information, quotations and other underwriting duties.
- Kept office file system highly organized and handle the recoveries.

Working at Union Assurance PLC as Customer Relationship Officer  
Duration – From September 2020 - To September 2021

- Built good relationship with customers
- Maintain file system and quickly retrieved needed records.
- Checking and update customer payments, recovery duties, and new customer information to the system and manual documents.

Working at Commercial Bank PLC

Duration – From August 2018 – August 2020

- Work under credit department and handle the role of underwriting job for loans and credit cards.
- Review and submitted the loan applications and other documents of financial statements and credit reports.
- Handled incoming and answered telephone calls and emails regarding of loans and credit cards each day.
- Managed files, continuously updating and organizing records and maintain branch system.

## QUALIFICATIONS

Diploma in Business Management (Pending ABE certificate) (2022-2023)  
IMBS Green Campus – Institute of Management & Business Studies Sri Lanka

Short Course in Marketing Management (Sep 2022 – May 2023)  
Open University Sri Lanka

Chartered Qualification in Human Resource Management (Pending certificate)  
CIPM - Chartered Institute of Personal Management Sri Lanka (2020-2024)

Diploma in Psychology and Counselling (2021-2022)  
IMBS Green Campus – Institute of Management & Business Studies Sri Lanka

Certificate Course in Human Resource Management (July 2019 – Oct 2019)  
CIPM - Chartered Institute of Personal Management Sri Lanka

Diploma in Information of Technology (Sep 2017 – July 2018)  
IDM Achievers International Campus Sri Lanka

Diploma in English (Sep 2017 – Jan 2018)  
British Way English Academy Sri Lanka

## DECLARATION

I hereby certify that the above are true and accurate to the best of my knowledge.