



Nipun Gamage

Customer Service Representative

Highly motivated and results-driven Customer Service Representative with 5 years of experience in a fast-paced, high-volume call center environment. Proven track record of managing multiple customer inquiries simultaneously, resolving issues effectively, and consistently delivering exceptional service. Skilled in building rapport with customers, establishing trust, and developing strong relationships with team members and stakeholders. Possesses excellent communication and problem-solving abilities, ensuring customer satisfaction and maintaining a positive, empathetic approach in all interactions. Adaptable and quick to learn, with a strong commitment to delivering top-notch customer support and contributing to overall organizational success.

CONTACT INFO

Phone

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Email

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Address

Al Barsha, Dubai

Linkedin

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SKILLS

- Customer service
- Communication
- Multitasking
- Organization
- Attention to detail
- Problem-solving Sales
- Front desk operations
- Computer skills
- Time management

Language

English

Experience

2015 - 2018

Dialog Business Services Pvt Ltd (Sri Lanka)

Customer Service Associate

- Provided exceptional customer service, responding to customer inquiries and resolving issues in a prompt and professional manner.
- Utilized effective communication skills to handle a high volume of customer calls and emails, ensuring customer satisfaction.
- Demonstrated strong problem-solving abilities in addressing customer complaints and finding appropriate solutions.
- Maintained accurate and organized records of customer interactions, transactions, and feedback.
- Collaborated with cross-functional teams to escalate complex issues and ensure swift resolution for customers.

2018 - 2021

Hemas Holdings PLC (Sri Lanka)

Medical Representative

- Developed strong interpersonal and communication skills while interacting with healthcare professionals to promote and sell medical products.
- Built and maintained positive relationships with clients, effectively addressing their inquiries and concerns.
- Demonstrated excellent organizational skills in managing and prioritizing sales targets and territory coverage.
- Conducted product presentations and training sessions for medical professionals, showcasing in-depth product knowledge.
- Collaborated with the sales team to analyze market trends, identify opportunities, and implement effective sales strategies.

ACADEMIC QUALIFICATIONS

G.C.E. Ordinary Level Examination

Richmond College Galle Sri Lanka

2010

G.C.E. Advanced Level Examination

Richmond College Galle Sri Lanka

2013

Certificate in Computer Science

NIBM - Sri Lanka

2010

PERSONAL INFO

DATE OF BIRTH

24th March 1994

AGE

29

GENDER

Male

CIVIL STATUS

Single

NATIONALITY

Sri Lankan

PASSPORT NO

N10186866

Extracurricular Activities

I have actively participated in scouting and chess throughout my academic journey.

- **Scouting:** As a dedicated scout, I have engaged in various scouting activities and events. These include camping trips, nature exploration, community service projects, and learning essential survival skills.
- **Chess:** I have developed a passion for chess and have been an avid player for several years. I have participated in chess tournaments at the school and local levels, honing my strategic thinking, problem-solving, and decision-making abilities.

These extracurricular activities have not only enhanced my physical and mental capabilities but also taught me valuable life skills such as teamwork, discipline, perseverance, and sportsmanship.

I hereby confirm and verify that all the information mentioned here, and I take full responsibility for its accuracy and authenticity.

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