



# M N SHIFAN MOHAMMED

## Assistant Branch Manager

### My Contact

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📍 Muraqqabat Road, K6 Building, Al Rigga,  
United Arab Emirates.

### Personal Details

Nationality : Sri Lankan  
Date of Birth : 29.04.1985  
Marital Status : Married  
Religion : Islam

### Awards & Certifications

- Certified Assistant Retail Experience Centre Manager.
- Completed Dialog Lean Six Sigma Yellow Belt Certification in 2022.
- Gold Award for Dialog Service Center of the year 2015 - Dialog Awards.
- Bronze Award for Regional Service Team of the year 2016 - Dialog Awards.
- Awarded for Service Professional of the Year - North Western- 1st Runner-up.
- Awarded as CSTA Integration Expert in 2017 & 2019.
- Awarded as Service From the Heart Comrade in 2016.
- Awarded by "Warana" Certification in 2012 .
- Completed Tech Guru Certification.
- Comprehensive English Level (I) with Pass at American College of Higher Education.
- National Certificate in English with Merit Pass at Technical College of Kuliyapitiya.
- Diploma in computer studies at BIT computer studies.
- Diploma in Computer Hardware Engineering at Turnkey Institute.
- Followed British Computer Society at ESOF Institute.
- Certificate course in Information Technology at IIC.
- Graphic Designing by Wijaya Graphics.
- Participated for National Technical Session for XML/ Web Technology.
- Participated for National Technical Session for Java Based Mobile Technology.
- Participated for National Technical Session for Java EJB3 Technology.
- Followed Sun Certified Java Programmer certification at Institute of Java Technologies & Studies.
- Advanced Java Developer at Institute of Java Technologies & Studies.

### About Me

Assistant Retail Experience Centre manager with a background of 13+ years of Customer Experience been actively contributed to the growth of revenue to the Company. I am strong in own initiatives and a great team player as well.

### Professional Experience

Dialog Axiata PLC| Assistant Branch Manager  
2020 – 2023 (*Telecommunication*)

Key responsibilities:

- Drive the Overall Branch operation.
- Motivate and coach Staff to achieve their goals towards organizationally and personal development.
- Analyze and manage staff with operational requirement to achieve the KPI's.

Dialog Axiata PLC| Customer Experience Executive  
2010 – 2020 (*Telecommunication*)

Key responsibilities:

- Assist walk in customers on inquiries/complaints and providing solutions to the customer with standards.
- Achieving the individual and team KPI's set by the management to meet the branch KPI's monthly and annually.
- Handling Branch collections and banking process.

### Education & Qualifications

- Master of Business Administration (MBA) - 2022  
Asia e University - MY
- General Certificate of Education Advanced Level - 2004  
Madeena National School- SL
- General Certificate of Education Ordinary Level - 2001  
Arakkiyala Muslim Maha Vidyala - SL

### Skills & Expertise

- Problem-solving
- Attention to detail
- Analytical thinking
- Strong interpersonal skills
- High level of professionalism and strong work ethic
- Adaptability and desire to work in an evolving, fast-paced environment.

### Languages

- English
- Tamil
- Sinhala