

# Rikaaz Seyyed Mohamed

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## SUMMARY

To build a career in a growing organization where I can get the opportunities to prove my abilities by accepting challenges and fulfilling the organizational goals.

## EXPERIENCE

### EXECUTIVE & CUSTOMER SUPPORT

Nippon Union 08/2021 – 08/2023 Kandy

- Managed the executive calendar and organized travel arrangements, resulting in a stress-free experience for the executive.
- Strategic planning and execution of executive-level responsibilities.
- Streamlined support processes for faster resolution times and increased customer loyalty.
- Improved customer satisfaction by efficiently addressing and resolving inquiries, concerns, and complaints.
- Handled customer inquiries and suggestions courteously and professionally.

### DATA ENTRY OPERATOR

OTP 01/2022 - 01/2023

- Successfully identified and resolved data entry errors, resulting in improved data accuracy.
- Conducted data entry and verification to ensure data accuracy and completeness.
- Developed a data collection plan that outlined the process for collecting, organizing, and analyzing data and assisted with developing entry process.

## EDUCATION

### HND in Computing (Software Engineering)

ESOFT Metropolitan University  
08/2021- 06/2023 Kandy

### Diploma in English Course

Golden Collage Kandy  
01/2018 - 01/2018

### G.C.E A/L Examination

Almanar National School, Handessa  
12/2020

### G.C.E O/L Examination

Kalugamuwa Central College  
12/2017

## STRENGTHS

### Skills

Computer Languages - (Python, Java, C, SQL, MySQL, C++), Microsoft packages, Data entry & Documentation, coding, Management customer support, Project management, Communication, Sales, Customer relationship, Product analysis, Marketing, Task Management, Customer Support

## LANGUAGES

English ●●●●●  
Tamil ●●●●●  
Sinhala ●●●●●

## PROJECTS

### Arogya Health Care Hospital Management System

Implemented a versatile hospital administration system at Arogya Health Care using HTML, CSS, JavaScript, MySQL, and PHP. The system ensures secure access with login credentials, features unique ID assignments, and automates data recording.

### Spectrum Library Management System

Streamlined operations, enhanced user experience, and minimized administrative tasks. Proficient in project management and collaborative teamwork. Created Spectrum, a robust library management system utilizing PHP, MySQL, HTML, CSS, and JavaScript.

### BAUHINIA - Clothing Store

Developed an order tracking system for BAUHINIA, enhancing order management across various social media platforms. This system, crafted with HTML, CSS, JavaScript, MySQL, and PHP, proves to be a valuable asset for organizations aiming to optimize their processes.

## REFERENCES

### Ishani Jayasuriya

Program Manager, Lecturer at Esoft metro campus.  
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### Mr. Imthiyaz

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