



CONTACT



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01, Arab Link tower, Deira, Dubai,
United Arab Emirates



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PERSONAL

Name

Umesh Charithra Wijeratna

NIC No

911611635V

DOB

09th June 1991

Gender

Male

Nationality

Sri Lankan

Marital Status

Married

EXPERTISE

Customer Relationship Management

Technical Surveys

Troubleshooting

Supervising and Monitoring Process

Quality Inspections

Networking

Operational Management



UMESH WIJERATNA

OVERVIEW

skills in communication and public relations. Able to work on own initiative and as part of a team. Dedicated to maintain high quality standards under all circumstances. If an opportunity offered to work in an establishment, I am confident to fulfill the requirement to the satisfaction of my superiors. As a hardworking and dedicated individual who will let nothing stand in the way of achieving my goals.

EXPERIENCE

Telesales Senior Executive – Team Leader | Credit Card Division Emirates Islamic Bank UAE | 06.08.2022 – Present

- Managing and guiding 15 members to achieve sales target every month.
- Handling MIS [Checking and Rectifying]
- Dealing directly with the Bank for documentaries and resolution of issues.
- Meet and exceed sales targets every month.
- Selling credit cards and Banking products to potential clients.
- Working on existing leads in order to increase sales.
- Identify new business opportunities to generate pipeline for sales.

Assistant Manager | Marketing Division Namala Lands (Pvt) Ltd | 15.03.2021 – 20.06.2022

Job Functions | Responsibilities

- VIP customer handling.
- Subcontractor handling.
- Team leader handling 30 individuals.
- Customer representative and problem handling.
- Invoicing and approval.
- BOQ checking and approving.
- Inquire high end customer problems and solving.
- Only person to handle 240+ customer inquiries and implement solutions.

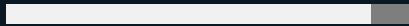
Technical Officer | Engineering Department Mobitel (Pvt) Ltd | 21.06.2017 – 10.03.2021

Job Functions | Responsibilities

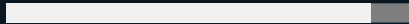
- Through knowledge in Electrical, Electronics and Telecommunication
- Equipment trouble shooting.
- Through knowledge in repeater configuration, Repeater installation, Micro
- BTS configuration and installation.
- Through knowledge in PIM tool and Site master.
- Through knowledge in BTS installations.
- Through knowledge in Huawei and ZTE BTS Installation.
- Through knowledge in cable laying, DAS implementation etc.

TECHNICAL

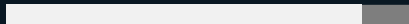
MS Excel



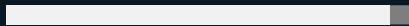
MS Word



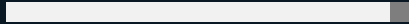
MS PPT



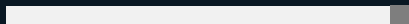
Internet & E Mails



C Programming

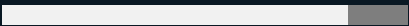


Assembly Language Programming

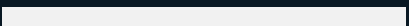


LANGUAGES

English



Sinhala



Tamil



REFERENCE

Reference available on request!

PROFESSIONAL

BSc in Electronics and Telecommunication Engineering

The Open University Of Sri Lanka | 2016 - 2018

Advanced Certificate in Business Management

Qualify a recognized UK awarding university | 2022

Advanced Certificate in Business Management

National Institute of Business Management | 2016

Foundation Certificate in Faculty of Engineering

Open university Sri Lanka | 2015

IELTS (Academic)

Overall 6.5 Average | 2019

Diploma in English

Aquinas University | 2013

EDUCATION

GCE Advanced Level Examination

Year 2010

GCE Ordinary Level Examination

Year 2007

EXTRA

- Captainship held for Sri Lankan U 17 Cricket team during school Level.
- Member of school chess team.
- A member of school prefect board and member of school debate team.
- Organizing committee member of IMPACTO (Robotic and Mobile app challenge.)
- Organizing committee member of OUSL Open day 2015.
- Student member of IESL
- Student member of IEEE