



DINITHI FERNANDO

OFFICE EXECUTIVE

Knowledgeable **Back Office Executive/Cashier And Receptionist** with **4 Years** of experience in coordinating with sales and front office team. Adept in market research, managing inventory and processing payments and invoices. Capable of multi-tasking to assist team and complete projects. Prepared to learn administrative tasks to sharpen skills.



EXPERIENCE

Ceylon Cargills Sri Lanka (2018 - 2021)

Cashier & Receptionist

- Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
- Maintains data entry requirements by following data program techniques and procedures.
- Verifies entered account data by reviewing, correcting, deleting, or reentering data.
- Improved checkout procedures to enhance customer flow, reducing average waiting time.
- Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.
- Handled cash and card payments with precision, maintaining customer confidentiality.

Co-Operative Insurance PLC (2021 - 2023)

Underwriting Executive

- Processed applications for insurance coverage and reports from loss control specialists to determine risks.
- Controlled loss by assessing risk, conducting system analysis and recommending policy solutions.
- Enforced compliance with regulatory requirements, promptly addressing and correcting underwriting submission deficiencies.
- Communicated risk parameters and value proposition to brokers and clients.
- Maintained high-quality control standards in observance of audit protocols.
- Provided and maintained account documentation and premium information.
- Monitored underwriting teams' performance and provided mentoring to achieve personal and department production goals.
- Calculated group and individual renewal rates based on customers' background, industry and demographic information.

CONTACT



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Nationality - Sri Lankan



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EDUCATION

2014 - Successfully Completed Ordinary Level

2017 - Successfully Completed Advanced Level

SKILLS

- ♦ Business analysis
- ♦ Risk management
- ♦ Sales data analysis
- ♦ Relationship building
- ♦ Currency sorting
- ♦ Query resolution
- ♦ Payment processing

LANGUAGES

- English
- Sinhalese