



MALKI CHANDRASIRI (MBA)

WORK EXPERIENCE

TELEMARKETING AGENT

CARETEL PTY.LTD- AUSTRALIA (REMOTE)

03/2023 - PRESENT

- To Make Appointments on Behalf of The Company by promoting its services
- To maintain an Excel Sheet including customer data.

OFFICER-IN-CHARGE QUALITY ASSUARANCE INBOUND CONTACT CENTER

AMANA BANK PLC- SRI LANKA

10/2018- 06/2022

- To maintain call quality above 80% benchmark
- To maintain 0% critical errors (e.g., customer verification failure)
- To monitor call quality
- To develop staff through training and regular feedback
- To develop metrics periodically (e.g., KPI for customer service)

BANKING ASSOCIATE INBOUND CONTACT CENTER

HSBC-SRI LANKA

07/2011- 03/2016

- To contribute to maintaining a service level at the given benchmark as a customer service representative
- To achieve sales targets by cross-selling

TRAINEE CABIN CREW MEMBER

SRI LANKAN AIR LINES

03/2011- 05/2011

Worked as a trainee cabin crew member for 3 months

EDUCATION

MASTER OF BUSINESS ADMINISTRATION UNIVERSITY OF SUFFOLK, UK

2019-2021

Passed with a distinction

KEY SKILLS

- Critical thinking
- Problem solving
- Written communication
- Task prioritization
- Leadership

PROFILE

Award-winner, customer-centric individual with 7 years of experience in customer service extended cross-selling, training and quality assurance.
Moreover, the virtues of integrity and importantly patience are inculcated in my character: in which they are considered to be must-have qualities in terms of the customer service sphere.

PERSONAL DEATILS

Date of Birth: 18 Jun 1988

Nationality: Sri Lankan

Contact: 0094768701046

Email:
malkiminuka@gmail.com

LinkedIn Profile:
<https://www.linkedin.com/in/malki-chandrasiri-81b98b51/>

Address:
27B/GF/4, Mount Clifford Range, Magammana, Homagama, 10200, Sri Lanka.

CERTIFICATES

- HSBC Sales & Service Recognition Award for Outstanding Sales 1st Quarter 2013.
- HSBC Sales & Service Recognition Award for Outstanding Sales 3rd Quarter 2013.
- HSBC Best performer Inbound Contact Center for the Month of Sept 2012
- HSBC 1st Runner- up Inbound Contact Center For the 3rd Quarter 2012
- HSBC Winner Inbound Contact Center of the Month of February 2013.
- HSBC Winner Inbound Contact Center of the Month of January 2013.
- HSBC Winner Inbound Contact Center For the 1st Quarter of 2013.
- HSBC 1st Runner- up High sales team for the 3rd Quarter of 2013 Member of the winning team of contact center Quiz 2012.
- Certificate of Cabin Crew Training at International Airline Ticketing Academy. (2009)

NON-RELATED REFEREES

- **Mr. Granville N. Samarakoon**

Premier Relationship Manager,
HSBC Premier, 31, Sir Ernest De Silva Mw,
Colombo 07,
Sri Lanka.

Contact: 0094768247338

- **Mrs. Hilufa Hannan**

Manager Organization Development & Career Progression,
Amana Bank PLC, HR Department,
403, Galle Road,
Colombo 03,
Sri Lanka.

Contact: 0094774603965

I hereby declare that the aforesaid information is accurate to the best of my knowledge.

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Malki Chandrasiri