

Pumudu Uswatta Liyanage

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Summary of Qualifications and Skills

- Experienced in team coordination, driven, enthusiastic & eager to learn new skills.
 - Experienced in writing press releases for a non-profit organization.
 - Work independently and without constant supervision through experience.
 - Creative, responsible & dedicated to employers.
 - Proficient in Microsoft Office® Word, Excel & PowerPoint.
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Education

[2007 – 2010]

Bachelor of Commerce (Honours): Business Administration

University of Windsor, Windsor, ON

- Major: Marketing
- Minor: Communication Studies

[2004 - 2006]

Bachelor of Business Administration: Transferred

American College of Higher Education, Colombo, Sri Lanka

Employment History

[November 2011 – March 2012]

Customer Service & Promotions Executive

Sundream Holidays, Windsor, ON

- As the company's first line of Customer Service, promoted the corporation and set-up potential clients for membership of the company.
- Proactively approached potential clients, obtained information about their travel plans, gathered information and built up a customer profile prior to sales presentations.
- Continued to obtain necessary information, created a member portfolio for new clients of the company, and assisted the Sales Managers with the conclusion of a sale.

[May 2011 – July 2011]

Technical Support Consultant

Sutherland Global Services, Windsor, ON

- Accepted inbound calls from AT&T U-verse customers involving technical, billing and support issues.
- Acted as the first tier of support and provided excellent customer service, in order to enhance AT&T members experience with the company.
- Work involved heavy multi-tasking, deadlines, a high-pressure work environment and maintaining very lofty standards.

[July 2006 - November 2006]

Customer Service Executive (Electronic Payment Services)

Hong Kong & Shanghai Bank Data Processing (Pvt.) Limited., Rajagiriya, Sri Lanka

- Analyzed electronic payments made through HSBC headquarters in Britain to corporate customers in North America, Britain and Australia.
- Evaluated and authorized payments by calling up corporate clients around the world, established information from them and resolved payments accordingly.
- Work involved heavy multi-tasking, deadlines, a high-pressure work environment and maintaining very lofty standards.

Volunteer Experience

[2007 – 2010]

Volunteer International Students Assistance (V.I.S.A.)

- Experienced in working with diverse groups of people, providing leadership, training, and guidance to the Executive team.
- Managed to successfully balance academics and enjoyed the responsibilities given to me.
- Coordinated events, created and distributed press releases, controlled the group's finances and balance of payments, formed promotional material such as posters for various diversity initiatives and directed the group's Executive team and volunteers.
- Began in May 2007 as an Associate for Events before promoted based on merit to Executive for Events, Assistant Coordinator and Coordinator of the group in August 2009.

[Fall 2007 & Fall 2008]

Volunteer

WalkSafe program at the University of Windsor.

- Entrusted to accompany University of Windsor students to their destinations in the evening, ensuring their safety and the overall safety of campus members.

Achievements and Accomplishments of Excellence

Executive of the year 2007-2008, of the Volunteer International Students' Assistance (V.I.S.A.) at the University of Windsor, 2007

International Student Orientation Award, for outstanding services and dedication to Windsor Welcome Week, 2008

V.I.S.A. Outstanding Service Excellence Award, 2009

V.I.S.A.-Joanna Chan Leadership Award, for outstanding leadership, guidance, and dedication to the group, 2011

REFERENCES AVAILABLE UPON REQUEST