



MOHAMED IFRAJ ISMAIL

CUSTOMER CARE EXECUTIVE

CONTACT

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Danister De Silva Flats,
Colombo 09, Sri Lanka

NIC - 199834910606

SKILLS

- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Customer - Service Skills

LANGUAGES

- English
- Sinhalese
- Tamil

REFERENCE

- Mrs. Kumareswaran Yoganathan
Head Of Operations
Allianz Insurance Lanka
Tel - +94 772196361
Email - kumareswarany@allianz.lk
- Mr. D M P Supun Lakmal
Lance Corporal
Qatar Armed Forces
Tel - +97 433281121
Email - supunlakz@gmail.com



PROFILE

Customer Service Professional with 7+ years of progressive experience in fast-paced call center and customer service environments. Expertise in building strong relationships, leveraging exceptional listening skills to quickly resolve complex issues, and communicating product benefits clearly to drive sales growth. Recognized for a personable and approachable style, consistently delivering value-driven solutions that significantly enhance customer satisfaction and loyalty.



WORK EXPERIENCE

Allianz Insurance

Junior Executive - Call Center Team Leader / Medical 2019 - 2025

- Results-driven professional with over six years of progressive experience in call center operations and quality assurance within the insurance and healthcare sectors. Demonstrated expertise in preparing and analyzing performance and absenteeism reports, Virtual Motor Claim CEO reports, and managing medical payments and claims processing with accuracy and efficiency. Adept at ensuring compliance with organizational standards and industry regulations across Motor, Medical, and Claims divisions.
- Recognized for maintaining exceptional service quality, identifying process gaps, and enhancing overall team performance through data-driven insights. Skilled in streamlining workflows, supporting management decisions with analytical reports, and contributing to operational excellence. A strong communicator with a collaborative mindset, committed to achieving business goals while ensuring customer satisfaction and continuous improvement

Excellence in Service Award – 2021 (Best Employee Award)

Recognized for exceptional leadership, service excellence, and maintaining high accuracy in reporting and medical payment operations.

Received two formal appreciation letters from the CEO of Allianz Insurance for outstanding performance and contribution to customer service excellence.

Fairfirst Insurance

Customer Service Executive - Assistant Team Leader 2018

Results-driven Customer Service Executive with 1+ year in insurance call center operations, skilled in resolving inquiries and ensuring accurate, timely claims and payment processing.



EDUCATION

- General Certification of Education (O/L) Examination 2014 and Advance Level Examination 2017.
- Obtained a Diploma in Basic Computing from Digital International Computer Systems (Sri Lanka).
- Excellent computer skills with good knowledge in Microsoft office package.



SPORTS ACHIEVEMENTS

- Selected as a Player – Under-19 Boys' Schools Hockey Nationals, Sri Lanka (2015)
- Represented Sri Lanka as a Junior National Hockey Team Player (MHA) – 2019



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CUSTOMER CARE EXECUTIVE

Dear Hiring Manager,

I am writing to express my interest in the Customer Service Executive or Team Leader position within your organization. With over seven years of experience in the insurance industry—spanning customer service, claims management, and quality assurance—I have developed a strong ability to lead teams, deliver exceptional client experiences, and uphold operational excellence in high-pressure environments.

At Fairfirst Insurance, as a Customer Service Executive – Assistant Team Leader, I managed inbound and outbound customer interactions, efficiently resolved inquiries, and ensured timely processing of claims and payments. Building on this foundation, I spent six years at Allianz Insurance as a Junior Executive – Team Leader, overseeing call center operations, monitoring performance accuracy, and ensuring compliance across Motor, Medical, and Claims divisions.

My dedication to excellence has been recognized through the Excellence in Service Award (Best Employee Award – 2021) and multiple letters of appreciation from the CEO of Allianz Insurance. These accolades reflect my commitment to delivering consistent quality and supporting both customer and organizational success.

In addition, I hold a Diploma in Basic Computing and possess strong proficiency in Microsoft Office applications, enabling me to manage reporting, data analysis, and documentation efficiently. My leadership experience, combined with technical and interpersonal skills, positions me to contribute effectively to your team from day one.

I am excited about the opportunity to bring my experience, passion for customer care, and results-driven mindset to your organization. I would welcome the chance to discuss how I can add value to your team.

Thank you for considering my application. I look forward to the possibility of contributing to your company's continued success.

Warm regards,
Mohamed Ifraj Ismail