

Talib Samidon



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22 October 1983



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PROFILE

I am a dedicated, self-motivated and a hard working individual. I am a mature minded person who is adaptable to all challenging situations. I am capable of working in a team environment as well as on my own initiative. My goal is to be associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

EDUCATION

- 10.2024 - 12.2024** **Google LLC**
Google Cloud Cybersecurity Certification
- 05.2024 - present** **EC Council**
Cybersecurity Certification focusing on Ethical Hacking, Network Defense and Digital Forensics
- 04.2024 - 05.2024** **Qualys**
Qualys Certified Specialist in Vulnerability Management Detection and Response
- 06.2014 - 11.2014** **Coursera**
Certificate in Corporate Finance offered by the IESE Business School, Barcelona, Spain
- 07.2013 - 12.2013** **Coursera**
Certificate in Operations Management offered by the University of Pennsylvania, USA
- 04.2003 - 09.2003** **APSS International**
Technicians Diploma in Telecommunications and Electronic Engineering Level 2 - City & Guilds
- 09.1996 - 07.2002** **Asian International School**
Graduated from High School in the science curriculum with Honors (London G.C.E. Advance Level).

EXPERIENCE

- 01.2019 - 11.2021** **Tapes To Digital**
Customer Service Executive
Responsibilities: Handling customer service enquiries that come through email for this Australian firm
- 09.2016 - 10.2017** **Tellida (Pvt) Ltd**
Contact Center Executive
Responsibilities: Served this BPO company in providing exceptional customer service to clients of a UK law firm (Hodders Law) efficiently and effectively.
- 03.2015 - 08.2016** **Malaysian Visa Processing Center**
Field Officer
Responsibilities: Greeting individuals that approach the center in a courteous manner to facilitate the issuance of visa to travel to Malaysia in a convenient and hassle free way.
- 02.2010 - 06.2012** **High Commission Of India**
Junior Clerk
Responsibilities: Handling of administrative and clerical functions of the Commercial and Economic Division of the Diplomatic Mission. Main responsibilities involved were monitoring the trade related matters between Sri Lanka and India.
- 02.2009 - 08.2009** **Standard Chartered Bank**
Sales Executive
Responsibilities: Promoting the financial services of the bank to interested individuals.
- 08.2006 - 02.2007** **British Council**
Weekend Customer Care Assistant
Responsibilities: Involved in providing this educational firm with top-notch customer service to its clients.

SKILLS

Good communication - written and oral skills

Excellent conceptual and analytical skills

Effective interpersonal skills

Team Management and Coordination

Time Management

LANGUAGES

English ●●●●●●

Sinhalese ●●●●●●

Tamil ●●●●●●

EXTRACURRICULAR ACTIVITIES

- Sri Lanka National Under-21 Snooker player
- High School Senior Prefect
- High School Under-19 Basketball Vice Captain
- High School Under-15 & 17 Cricket Captain

REFERENCES

Mr. Mohamed Suzaan, ICT Associate
World Health Organization Sri Lanka
Email: Suzaan@gmail.com
Phone: +94743405881

Ms. Nisha Badurdeen, Manager Administration
Tempserve
Email: nisha@tempserve-lk.com
Phone: +94773147737

SOFTWARE SKILLS

Microsoft Word ●●●●●●

Microsoft Excel ●●●●●●

Microsoft Outlook ●●●●●●

PERSONALITY

Communicative

Creativity

Responsibility

Optimistic

Punctuality

Organized

Reliability

Patient

HOBBIES



Cycling



Music



Movies