

# VIDHURA WIJESUNDARA

## Senior Banking Assistant

Tel: +971 55 867 9480

E mail: [viduwijesundara20@gmail.com](mailto:viduwijesundara20@gmail.com)

LinkedIn: [www.linkedin.com/in/vidhura-wijesundara](http://www.linkedin.com/in/vidhura-wijesundara)

Address : 61 Villa, Al Nakheel Villa, Internet City, Dubai



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## Professional Summary

Detail-oriented and results driven banking professional with 07 years of experience in managing a high volume of cash transactions, providing excellent customer service, and maintaining the highest standards of accuracy and compliance in all financial transactions. Expertise in handling cash transactions, resolving customer inquiries, and maintaining a positive and professional work environment. Proven track record of meeting and exceeding targets while ensuring strict compliance with banking regulations and policies. Strong communicator with a deep commitment to financial literacy and educating external and clients to make sound financial decisions.

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## Professional Experience

### Senior Banking Assistant

DFCC Bank PLC | Colombo, Sri Lanka

[Nov 2023 – Sep 2024]

- Delivered high-quality customer service, during every interaction, maintaining professionalism and empathy.
- Actively engaged with walk-in customers to understand their financial needs and resolve their issues by offering solutions as per policy.
- Maintained and control petty cash funds for daily operational needs.
- Collected and recorded payments from guests, customers, and colleagues.
- Generated daily, weekly, and monthly reports related to cash transactions.
- Provided cash-related data and insights to the Finance Manager for financial analysis.
- Addressed and resolved client inquiries and complaints promptly, achieving a 98% satisfaction rate through a customer-first approach and proactive problem-solving.
- Provided training and guidance to colleagues on cash handling policies and procedures.
- Operate in a safe and environmentally friendly manner, prioritizing guests' and colleagues' health and safety, as well as environmental conservation.

### Teller

DFCC Bank PLC | Colombo, Sri Lanka

[Sep 2019 – Nov 2023]

- Processed 250+ daily cash transactions, including deposits, withdrawals, cheques payments, bill payments, loan recoveries and transfers, with a high accuracy rate.
- Communicated complex regulations and norms regarding transactions in a professional and clear manner to customers.
- Prepared and deposit cash receipts in a timely manner.
- Ensured the secure and accurate counting, recording, and depositing of cash
- Reconciled cash drawers and ensure adequate change funds are available.
- Identified and implemented process improvements to enhance operational efficiency and reduce TAT for various banking processes.
- Balancing daily cash tills and handling daily ATM reconciliations adhering to the bank's policies and procedures.
- Reviewed balance sheet schedules, driving the resolution of misstatements and open items in the GL.
- Successfully managed multiple tasks and deadlines in a demanding, fast-paced environment.
- Assisted in promoting and cross-selling banking products, resulting in a 15% increase in customer engagement.

- Addressed and resolved client inquiries and complaints promptly, achieving a 98% satisfaction rate through a customer-first approach and proactive problem-solving.
- Maintained meticulous records of all original documents and ensured their availability for audit and regulatory requirements.
- Performed various administrative functions related to assigned accounts.
- Assisted the finance function with general accounting entries or other such activities as advised from time to time.
- Advised on any necessary reclassifications for the next monthly close.
- Addressed inquiries and supported clients in understanding about operational and technical experts, promoting secure and efficient online banking practices.
- Proactively participated in Learning & Development programs, enhancing product knowledge by 25% and staying updated on market trends to provide expert advice and support to customers.
- Supported the creation and implementation of standard operating procedures.
- Ensure that sales leads are identified and prioritized as well as create and implement new selling ideas to ensure sales targets are met.

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## Education

**Master of Business Administration (MBA)**  
University of Bedfordshire | Luton, United Kingdom

**Intermediate in Applied Banking and Finance (Partially Qualified)**  
Institute of Bankers Sri Lanka | Colombo, Sri Lanka

**GCE Advance Level (Completed)**  
Ananda National College | Chilaw, Sri Lanka

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## Certifications & Recognitions

- Officer In Charge Certification, DFCC Bank -2024
- Branch Network Pawning Officer of the Month - November & December 2023 , March & August 2024
- Recommendation letter from CHRO for “CASA WAASI” Campaign - 2023
- CEO’s Club Recognition -2021
- Special Recognition Award on Trust Building for Team Efforts - 2017

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## Key Competencies

- Attention to Details
- Personal Integrity
- Customer Service Oriented
- Problem Solving
- Cross Selling
- Analytical Skills
- Excellent Communication
- Results Driven
- Risk & Compliance
- Sales and Marketing
- Negotiating
- Time Management
- MS Office Applications
- Data Analysis