



# DILSHAN SILVA

◎ Thenahandi Dilshan Randika Silva ◎ Male ◎ Single ◎ Sri Lankan ◎ 1995.01.17  
◎ Al Nahda 2.Dubai, United Arab Emirates.  
☎ (+971) 056 872 7449  
✉ [randikasilva17@gmail.com](mailto:randikasilva17@gmail.com) [www.linkedin.com/in/dilshan-silva-74373a241](http://www.linkedin.com/in/dilshan-silva-74373a241)  
◎ Visa Status – Visit Visa 60 Days

## PROFESSIONAL SUMMARY

Customer-focused and results-oriented banker with 5+ years of experience in providing excellent customer service and delivering tailored financial solutions. Proven ability to develop and maintain relationships with customers, manage accounts, and process transactions efficiently. Expertise in banking products and services, financial regulations, and compliance.

## WORK EXPERIENCE

SDB Bank PLC Colombo, Sri Lanka

September 2015 – November 2023

### Teller & Back office – Branch

- Greet and assist customers in person and over the phone.
- Process transactions, such as deposits, withdrawals, Forex and transfers.
- Prepare & submit the monthly expense reports.
- Opening and Maintain Accounts. (Fixed & Savings)
- Maintaining customer records and confidential information
- Maintenance of Stationary & Marketing Stocks.
- Handled the cash position. (Cash balancing)
- Generating daily reports of teller cash and Register maintenance.
- Answer customer questions about products and services
- Handling Customer complains.
- Loans & Leases Disbursements.
- Loans & Lease file arrangements.
- Cheque Issue & Maintenance.

### Admin & Audit Executive – Audit Department

- Supporting to conduct branch, department operational & IT audits.
- Review ad-hoc based assignments business units upon requests.
- Provide technical assistance to conduct investigation for digital frauds, operational and financial frauds.
- Review Policy & Procedures to ensure Compliance & Governance.
- Maintain the Backup records, files & records of Investigations, Audits and other functions in the department.
- Preparing analysis reports from data and information gathered.
- Preparing final reports to communicate the audit finding to the management.
- Follow up the outstanding observations.
- Ensure the customer compliance adequacy. (Know your Customer & Customer Due Diligence)
- Manage the internal administration functions. (Enter courier in/out, scheduling meetings, answering calls, replying to branch & customer mail inquiries, maintaining files and records.)

## SKILLS

- Detail Oriented.
- Inter Personal Communication.
- Ability to work on deadline.
- Customer Service
- IT Proficiency skill (Hardware & Software)
- Budgeting & Finance
- Team Player.
- Multiple Task Handling
- Analytical Thinking.
- Front Office work.
- Leadership.
- Coordination.
- Guest Handling.
- Time Management

## EDUCATION

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- BTEC Higher National Diploma in Computing (General) ESOFTE Metro Campus, Sri Lanka 2020/2022.
- Diploma in Information Systems Security, Control & Audit (DISSCA) Chartered Accountant of Sri Lanka 2019.
- Certificate in Applied Banking and Finance. Institute of Bankers Sri Lanka 2022.
- Advance Certificate Course in English Language National Institute of Business Management (NIBM) Sri Lanka 2014.
- G.C.E. Ordinary Level and G.C.E. Advanced Level S.P.C. College Sri Lanka 2013.

## LANGUAGES

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- English - Fluent
- Hindi - Beginner

I solemnly declare that all the information furnished in this document is free of errors to the best of my knowledge.