

CHATHURANGA UDAYANTHI DISSANAYAKA

Banking Operations | Customer Service

Experienced and dedicated banking professional with a solid background in bank operations and a strong focus on delivering exceptional customer service. Proven ability to handle various banking transactions efficiently while ensuring compliance with banking regulations. Skilled in building and maintaining customer relationships, resolving inquiries, and providing tailored financial solutions. Seeking opportunities to leverage expertise and contribute to the success of a progressive banking institution.



✉ chathudissanayaka6@gmail.com

☎ +971564469971

📍 Alemas Building, Apt Number 241,DIP 01, Dubai, UAE

Core Highlights

- Extensive experience in bank operations, including cash handling, account management, and transaction processing.
- Proficient in cashiering duties and skilled in bank teller responsibilities.
- Proficient in providing high-quality customer service to enhance overall satisfaction and loyalty.
- Strong knowledge of banking products and services, with the ability to educate customers on financial options.
- Detail-oriented with excellent organizational and multitasking abilities, capable of managing diverse responsibilities in a fast-paced environment.
- Effective communicator with a proactive approach to problem-solving and conflict resolution.
- Committed to upholding ethical standards and regulatory compliance in all banking activities.

Core Skills

Team Leadership
Customer Relationship Management
Training and Development
Problem Solving
Communication

Bank Operations
Customer Service
Cash Handling
Account Management
Transaction Processing

Financial Advising
Regulatory Compliance
Problem-Solving
Communication
Relationship Building

Work Experience

Staff Assistant - 1

Sep 2019-Aug 2022

National Savings Bank | Mahiyanganaya, Sri Lanka

Achievements/Task

- Processed customer transactions accurately and efficiently, including deposits, withdrawals, and transfers.
- Assisted clients with account inquiries, providing timely and accurate information on balances, transactions, and products/services.
- Identified sales opportunities and promoted bank products to customers, contributing to revenue generation targets.
- Resolved customer complaints and inquiries promptly and professionally, ensuring high levels of satisfaction and retention.
- Conducted account opening procedures, verifying customer information and ensuring compliance with regulatory requirements.

- Balanced cash drawers and ATM deposits, maintaining accurate records of transactions and cash levels.
- Collaborated with team members to achieve branch goals and deliver exceptional service to customers.
- Participated in training sessions and workshops to stay updated on banking procedures, products, and regulations.

Trainee

Nov 2016-Nov 2017

Regional Development Bank | Badulla, Sri Lanka

Achievements/Tasks

- Assisted senior staff in various banking activities, gaining hands-on experience in different departments.
- Learned the fundamentals of customer service and banking operations through practical training sessions.
- Shadowed experienced bankers to understand day-to-day responsibilities and processes within the bank.
- Handled basic administrative tasks such as filing documents, updating customer records, and preparing reports.
- Participated in team meetings and discussions to learn about the bank's policies, procedures, and goals.
- Engaged in cross-functional projects to gain exposure to different areas of bank operations.
- Assisted customers with inquiries and provided basic assistance with account-related issues.
- Demonstrated a willingness to learn and adapt to the dynamic environment of the banking industry.

Education

NVQ Level 4 | National Certificate in Information & Communication Technology
Vocational Training Authority Sri Lanka | Badulla, Sri Lanka

2016

GCE Advanced Level
Vishaka Girl's High School | Badulla, Sri Lanka

2014

GCE Ordinary Level
Vishaka Girl's High School | Badulla, Sri Lanka

2011

Languages

English | CEFR Level B2

Sinhala | Native

Personal Details

DOB | 02/01/1996

Marital Status | Married

Passport No | N9604948

Gender | Female

Nationality | Sri Lankan

Visa Status | Dependent

References

Available upon request.

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Chathuranga Udayanthi Dissanayaka