

Thimalsha Ruwanthi Fernando

Executive - Teller / Cashier



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Profile

Dedicated and results-driven Customer Relations Executive with a proven track record of enhancing customer satisfaction and fostering positive client relationships. Adept at implementing strategies to meet and exceed customer expectations, resulting in increased customer loyalty and business retention. Possesses excellent communication and interpersonal skills, enabling effective collaboration with cross-functional teams. Committed to delivering exceptional customer service and driving business growth through client satisfaction.

Expertise In

- Client Relations
- Data Analysis
- MS Office
- Troubleshooting
- Customer Interaction
- Customer Support
- Compliance
- Customer Satisfaction
- English Speaking
- Facilitation
- Customer Service
- Scheduling
- Operations Management
- Process Improvement
- Development Process
- Relationship Management
- Inventory Management
- Client Engagement
- Technical Sketches
- Mentoring
- Team Management
- Relationship Management
- Performance Evaluations
- Database Creation
- Records Management
- CRM Software

Core Highlights

- Maintained strong relationships with a diverse client base, consistently exceeding expectations.
- Implemented customer-centric strategies to boost satisfaction, improving retention and revenue.
- Proficient in handling cash transactions with precision, accuracy, and efficiency, maintaining a balanced cash drawer throughout shifts.
- Successfully addressed customer issues, reducing complaints and increasing loyalty.
- Collaborated with internal teams for seamless communication, enhancing the overall customer experience.

Work Expereince

Executive - Customer Relations Jan 2021 – Mar 2023

LOLC Finance PLC | Dehiwala, Sri Lanka

- Attend to client inquiries.
- Welcome walk-in Customers to the department and provided the service.
- Answer calls and maintain records.
- Performed account management to enhance existing client relationship.
- Grow client portfolio size by deeping existing client relation.
- Identified and prioritized activities to maximus revenue contribution from allocated client portfolio.
- Trained and directed new hires during my working period.
- Attended day to day operational tasks and cross sell other products and services to existing customer base.
- Developed and maintained positive business and customer relationship.

Executive - Teller in Accounts Department Dec 2019 – Dec 2020

LB Finance PLC | Colombo, Sri Lanka

- Responsible for all cash transactions.
- Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions.
- Informing customers about bank products and services.
- Handling of transactional customers.
- Involving in pawning transactions.

Lanaguages

English | Upper Intermediate
CEFR B2

Sinhalese | Native

Active Participations

2011-2012 | Head Prefect
Wadduwa Central College

2007-2010 | Senior Prefect
Wadduwa Central College

2003 | Member of Media Unit
in school.

2003 - 2009 |
Awarded the certificates from
Sinhala and English Literature
competitions in School, Zonal
and District levels.

Sports

2007 - 2011 |
Member of School Girls'
Cricket, Elle, Netball &
Volleyball teams.
Have won School, Zonal and
Provincial levels matches.

2006- 2011 |
Awarded the certificates from
Javelin throw, Shot put and
Discus throw in School level.

Personal Info

DOB | 30th June 1993
Nationality | Sri Lankan
Civil Status | Single
Gender | Female
Passport Number | N7416024

References

Available on request

Junior Executive - Teller in Accounts Department Oct 2014 - Dec 2019

LB Finance PLC | Colombo, Sri Lanka

- Recording transactions, which involves logging checks and preparing transaction reports.
- Counting and packaging currency.
- Reconciling cash drawers.
- Opening new accounts and helping with loan applications.
- Exchanging foreign currency.
- Promoting the bank's products and services.
- Keeping customers' personal information confidential.
- Communicating with other bank team members.

Customer Relation Officer - Gold Loan Department Mar 2013 - Sep 2014

LB Finance PLC | Colombo, Sri Lanka

- Attending Customer Walk Ins and addressing customer about Gold Loan process & various schemes available at LB Finance.
- Verify customer's KYC & complete online registration.
- Ensure to adhere to standard operations procedure of organization and maintain all important registers at branch level.
- Provide after sales service to existing customers and obtain references from them to increase customer base.

Trainee Cashier Mar 2012 - Mar 2013

Oak Ray Beach Hotel | Wadduwa, Sri Lanka

- Operating cash registers quickly and accurately.
- Processing returns and exchanges.
- Greet customers entering establishments.
- Answering customer questions.
- Balancing cash registers.
- Collecting payments from customers.
- Keeping checkout area tidy and sanitized.
- Maintaining a clean workspace.
- Resolving complaints.

Education

Certificate In Human Resource Management 2018
Chartered Institute of Personnel Management. (CIPM) | Sri Lanka

Foundation In Human Resource Management 2013
Chartered Institute of Personnel Management. (CIPM) | Sri Lanka

Programme in Career Guidance & Development 2013
Chartered Institute of Personnel Management. (CIPM) | Sri Lanka

G.C.E. Adadvanced Level Examination 2012
Wadduwa Central College | Sri Lanka

AAT Foundation Level 2009
The Association of Accounting Technicians | Sri Lanka

G.C.E. Ordinary Level Examination 2009
Wadduwa Central College | Sri Lanka

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.

Thimalsha Ruwanthi