



# Chathuri Gamage

## Personal Banking Assistant

Dedicated and accomplished professional with 11 years of experience as a Banker, specializing in Client Relationship Management, and Research analysis, now transitioning into a dynamic role as an Investment Analyst. Proficient in Corporate and Personal Banking Assistant roles, with a solid track record of customer service, credit management, cash handling, and multitasking abilities. Demonstrates exceptional in client account handling, document processing, coordination, and problem-solving skills, coupled with strong communication and decision-making abilities. Proven leadership capabilities foster team collaboration and contribute to smooth strategic management procedures.

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## SKILLS

Adaptability

Attention to Detail

Cross-Selling

Client Service

Innovative Thinking

Report Preparing

Multitasking

Proactive

Strategic Development

Strong Communication

Problem Solving

Office 365



## WORK EXPERIENCE

### Executive Administrator - Investment Management Cinvest Migration

02/2024 - Present

Business Bay - Dubai

Investment Migration Company

#### Achievements/Tasks

- Assess client eligibility and suitability for various residency and citizenship by investment (CBI) options based on financial criteria and immigration regulations.
- Educate clients on investment migration programs, including program requirements, benefits, risks, and timelines.
- Provide personalized investment advice and recommendations to clients interested in investment migration programs.
- Serve as the Personal Assistant to the CEO, efficiently manage the CEO's complex and dynamic schedule, coordinating appointments, meetings, and travel arrangements to maximize productivity and optimize time management.

### Personal Banking Assistant - Corporate Banking / Research Analysis Bank of Ceylon

09/2018 - 01/2024

Research & Development Division

#### Achievements/Tasks

- Addressed customer inquiries and processed service-related transactions within agreed timeframes, ensuring alignment with service quality standards, bank policies, and procedures.
- Assisted coverage teams to enhance client experience, aiming for positive client feedback.
- Resolved issues pertaining to alternative channels such as Cash Management, by conducting client training sessions and proposing optimal solutions for efficient channel use.
- Collaborated with coverage teams (including compliance, vigilance, sanctions, and operations) to manage the complete process of opening new and existing clients' bank accounts, ensuring adherence to standards and turnaround times.
- Managed the client experience for all service and maintenance requests on accounts and cash management services, ensuring full satisfaction of their requirements.
- Coordinated and consolidated internal reports to assist the assigned business area in meeting preparation.
- Prepared internal memos and customer correspondence, tracking and following up on departmental documentation to support relationship managers in maintaining service standards and policy adherence.



## WORK EXPERIENCE

### Personal Banking Assistant - Credit Assistant

Bank of Ceylon

03/2013 - 08/2018

Branch Network - Sri Lanka

#### Credit Assistant

- Assist with the preparation and processing of credit applications, including gathering financial information and documentation from applicants.
- Conduct preliminary credit assessments and risk analyses based on established criteria and guidelines.
- Assist in the review and analysis of credit reports, financial statements, and other relevant documents to assess creditworthiness.
- Upgrade existing customers to appropriate propositions and facilitate referrals for financial planning needs to specialists as required.
- Communicate with clients, vendors, and other stakeholders to obtain necessary information and documentation for credit evaluations.
- Facilitate the approval of facilities in accordance with credit policy and lending guidelines to meet customer needs effectively.
- Assist in the preparation of credit proposals, recommendations, and presentations for review by senior management or credit committees.
- Monitor and track the status of credit applications, ensuring timely follow-up and resolution of any outstanding issues.

### Personal Banking Assistant - Client Accounts Assistant

Bank of Ceylon

03/2013 - 08/2018

Branch Network - Sri Lanka

#### Personal Banking Assistant

- Assist customers in opening new accounts, updating account information, and ordering checks and debit cards.
- Complete full customer reviews, responding to 'walk-in' customers and centrally generated contact lists, ensuring prompt and efficient service delivery.
- Provide reception team support, managing customer waiting time, guiding customers on digital platforms, and handling administrative tasks such as issuing letters and printing statements.
- Manage account opening, KYC, and accurate documentation procedures, adhering with compliance regulations.
- Cross-sell additional banking products and services to customers, such as investment products, insurance, and online banking options.
- Maintain high service quality standards, meeting published service level agreements, and identifying opportunities for wealth reviews.
- Collaborate with team members to achieve branch sales targets and provide support as needed.

### Chief Cash Teller

Bank of Ceylon

03/2013 - 08/2018

Branch Network - Sri Lanka

#### Achievements/Tasks

- Executed precise and efficient processing of customer cash transactions encompassing deposits, withdrawals, money exchange, remittance, Western Union, and cheque clearing following anti-money laundering policies and procedures.
- Processed over 600 customer vouchers & cheque transactions per day.
- Proficient in managing high-volume (Over 100Mn) cash transactions with speedy and accurate cash counting and cash bundling skills.
- Maintained adequate cash levels, managed cash flow, and oversaw accurate and efficient processing of cash transactions.
- Managed ATMs and CRMs, ensuring proper loading, functionality, and maintenance.
- Performed end-of-day reconciliation, including preparing reports on cash balancing, operations, counts, and transactions.
- Managed counter queues to enhance efficiency, reduce waiting time, and improve customer service.



## EDUCATION

### Master's Degree in Business Administration

Cardiff Metropolitan University

09/2016 - 10/2018

United Kingdom - GPA 2.7

### HnDip. in Business Management

BETEC - Pearson

03/2013 - 08/2015

United Kingdom - Merit

### Certificate in Banking & Finance

Institute of Bankers Of Sri Lanka

09/2013 - 03/2015

### HnDip. in Human Resource Management

BETEC - Pearson

03/2013 - 08/2015

United Kingdom - Merit