



CHINTHAKA NAYANAJITH RANASINGHE

EXPERIENCED BANKING PROFESSIONAL SPECIALIZING IN CASH HANDLING,
ACCOUNT OPENING, AND CUSTOMER SERVICE EXCELLENCE

CONTACT

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Flat No. 204, Building No.10, Al Khalidiya,
Abu Dhabi, UAE

[Chinthaka Nayanajith Ranasinghe](#)

PROFILE

Dynamic Banking Professional with over 21 years of experience in cash handling, account opening, and delivering exceptional customer service. Proven track record of accuracy and efficiency in processing transactions, opening accounts, and providing personalized assistance to customers. Adept at building rapport with clients, ensuring satisfaction, and fostering long-term relationships. Committed to upholding industry regulations and ethical standards while driving operational excellence in banking operations.

PERSONAL DETAILS

- Date of Birth : 10th March 1981
- Nationality : Sri Lankan

LANGUAGES

- English : Fluent
- Sinhala : Native

SKILLS & EXPERTISE

- Customer Service
- Cash Handling
- Account Opening
- Teller Operations
- Sales & Marketing
- Customer Relationship Management
- Compliance
- Administrative Skills
- Adaptability
- Technical Proficiency
- Interpersonal Skills
- Organizational Skills
- Teamwork
- Time Management
- IT Skills
 - MS Office Package
 - Computer Hardware

PROFESSIONAL EXPERIENCE

Executive Assistant - Branch Banking

Commercial Bank of Ceylon PLC, Colombo, Sri Lanka
November 2018 - January 2024

Job duties and responsibilities

- Assisted with teller operations, including processing customer transactions such as deposits, withdrawals, and check cashing.
- Managed cash handling procedures, including counting and reconciling cash drawers.
- Ensured accuracy and compliance with banking policies and procedures during teller transactions.
- Provided support to tellers in handling cash and maintaining balanced cash drawers.
- Managed lower counter operations, including assisting customers with basic banking inquiries and transactions.
- Assisted customers with account opening procedures, including verifying identification documents and completing necessary paperwork.
- Provided excellent customer service to enhance customer satisfaction and loyalty.
- Addressed customer inquiries, complaints, and issues in a timely and professional manner.
- Supported sales and marketing efforts by promoting banking products and services to customers.
- Identified opportunities to cross-sell or upsell additional banking products to meet customer needs.
- Assisted with branch administrative tasks, including scheduling appointments, managing branch correspondence, and maintaining branch records.

Junior Executive Assistant - Branches

Commercial Bank of Ceylon PLC, Colombo, Sri Lanka
2011 - 2017

Junior Executive Assistant - Central Clearing Department

Commercial Bank of Ceylon PLC, Colombo, Sri Lanka
2010 - 2011

Junior Executive Assistant - Branches

Commercial Bank of Ceylon PLC, Colombo, Sri Lanka
2005 - 2010

Junior Executive Assistant - Branches

Commercial Bank of Ceylon PLC, Colombo, Sri Lanka
2002 - 2005

PROFESSIONAL QUALIFICATIONS

Certificate of Banking & Finance

Institute of Bankers of Sri Lanka,
2005

Diploma in English Language

Sri Jinarathana Vocational Training Centre, Sri Lanka
September 2001

Diploma in Computer Languages

Vocational Training Centre, Rathmalana, Sri Lanka
2000 -2001

Diploma in Computer Hardware

Raytronics (Pvt) Ltd, Sri Lanka
2000 -2001

Diploma in MS Office

National Certificate of Diploma, Sri Lanka
1997 - 2000

ACADEMIC QUALIFICATIONS

**G.C.E. Advanced Level Examination
(Maths Stream)**

Department of Examination, Sri Lanka, 2001

REFERENCES

References will be provided upon request

ACHIEVEMENTS

Compliance

Played a key role in successfully implementing updated compliance procedures, resulting in enhanced efficiency and accuracy in compliance activities.

Attendance Award

Recognized with the "Attendance Award" for an exceptional 14 consecutive years (2006 - 2019), demonstrating commitment, reliability, and dedication to professional responsibilities.

Professional Development

Successfully completed the program on lending with a focus on the Pledge of Jewelry, conducted by the Central Bank of Sri Lanka. Acquired comprehensive knowledge and expertise in lending practices, contributing to enhanced skills in financial services.

Branch Banking Proficiency

Demonstrated overall knowledge and experience in branch banking, with a specialized focus on Pawning. Leveraged expertise to contribute to the success of branch operations and ensure effective customer service.