

# Gavin Roland

## Professional Banking Executive

✉ gavinroland10@gmail.com    📞 +971 54 441 8639    🏠 Dubai, UAE Dubai    🧑 Male  
🇱🇰 Sri Lankan    ➤ Visa Type - Freelance Visa (Transferable)



Results-driven banking professional with over 7 years of experience in customer service, card operations, and call center management. Proven ability to deliver exceptional client support, streamline operational processes, and maintain high service standards in fast-paced financial environments. Skilled in problem-solving, team coordination, and ensuring compliance with banking regulations. Committed to enhancing customer satisfaction and contributing to organizational success..

### Employment

2022 - 2025

#### ■ Junior Executive - Card Operations National Development Bank

- Monitored daily transaction activities to detect and report suspicious or fraudulent behavior.
- Handled customer queries related to billing, transactions, card activation, and account maintenance.
- Utilized Customer Service Relationship Management (CSRM) systems to manage customer accounts, track service requests, and document interactions for follow-up.
- Managed escalations and complex issues, acting as the primary point of contact for high-value or sensitive customer concerns.
- Managed dispute resolution processes including chargebacks, reversals, and refund claims.
- Performed follow-up calls and sent SMS reminders to non-performing customers to recover overdue payments and support loan recovery efforts
- Assisted in monthly statement generation, payment tracking, and interest/fee calculations.
- Implemented process improvements based on call center analytics and customer feedback to optimize workflow and enhance satisfaction.
- Supported compliance with AML regulations and central bank reporting requirements.
- Collaborated with marketing teams for credit card promotions and customer onboarding campaigns.
- Ensured smooth back-office operations including record-keeping, system updates, and data accuracy.

2016 - 2022

#### ■ Senior Banking Associate- Central Processing Unit (Shared Services) National Development Bank, Colombo

- Processed inward and outward cheque clearing through local and national clearing systems (e.g., SLIPS, RTGS).
- Collaborated with the finance department for accurate accounting entries in the T24 system.
- Assisted in training and mentoring junior staff on cheque clearing procedures and transaction processing.
- Handled KYC (Know Your Customer) procedures, including collecting, verifying, and updating client documentation during onboarding and periodic reviews.

	<ul style="list-style-type: none"> <li>Conducted initial due diligence and risk profiling to ensure adherence to regulatory requirements.</li> <li>Coordinated with compliance teams to resolve KYC discrepancies and support regulatory reporting.</li> <li>Provided support in enhanced due diligence (EDD) for high-risk accounts, ensuring strict compliance with financial regulations.</li> <li>Streamlined processes to improve efficiency in cheque clearing and account services functions.</li> </ul>	
<b>Languages</b>	<b>English</b>	<b>Sinhala</b>
<b>Technical Tools &amp; Applications Expertise</b>	<b>Temenos (T24)</b> <b>CSRM</b> <b>CEFT Payments</b>	<b>Power card (HPS)</b> <b>CITS</b> <b>Ms Office - Excel, Word, Powerpoint</b>
<b>Education</b>		
<b>Sep 2021 - Feb 2023</b>	<b>Advance Diploma in Business Management</b> <b>NIBM, Colombo</b> Achieved a 3.17 GPA with pass grade in the Advanced Diploma in Business Management, gaining a solid foundation in financial management, marketing, operations, and leadership.	
<b>2016</b>	<b>Advance level</b> <b>Wesley College, Colombo</b> Commerce stream	
<b>2013</b>	<b>Ordinary level</b> <b>Wesley College, Colombo</b>	
<b>Skills</b>	<b>Microsoft Office</b> <b>Teamwork</b> <b>Leadership</b> <b>Critical Thinking</b> <b>Attention to Detail</b>	<b>Public Relations</b> <b>Time Management</b> <b>Effective Communication</b> <b>Customer relations</b>
<b>References</b>	References available upon request.	