

# KAVINDU VIHANGA

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Seeking a challenging role where I can leverage my experience in administrative and operational support, combined with my academic background in Business Management, to contribute to organizational growth and efficiency. Eager to apply my skills in process optimization, project coordination, and problem-solving in a progressive and growth-oriented company.

## EXPERIENCE

### Junior Operations Assistant

### Citizens Development Business Finance PLC

Dec 2022 – August 2024

#### Teller – Head Office Branch

- Process customer transaction including deposits, withdrawals and loan payments.
- Balance cash drawers and maintain accurate finance records.
- Ensure compliance with banking regulations, including money laundering prevention and know your customer(KYC) requirements.
- Proceed currency exchange transactions efficiently ,ensuring accurate conversation rates.

#### Front Officer- Head office Branch

- Assisted customers with the opening, closing and maintance of savings accounts and provided information about product and services.
- Handling the customers Fixed deposit withdrawals, renewals and certificate validating and cash bank loan functionality.
- Providing Balance confirmation and withholding tax letters to customers on request.
- Educated customers on online and mobile banking services, promoting self-service options.
- Resolved queries, understand the customer's requirements, and direct him to the appropriate desk.
- Handle incoming calls and correspondence , including email And letters.

### Intern Administration Division.

### Hemas Hospital Wattala

Sep 2019 – Mar 2020

- Preparing the payments of Medical Officers
- Updating Daily Rosters of Medical Officers.
- Assist in the preparation of the report, presentations and other documents.

## EDUCATION QUALIFICATIONS

- HIGHER NATIONAL DIPLOMA - Business Management  
Scottish Qualifications Authority 2023
- General Examination Advanced Level 2020  
Commerce stream

## KEY SKILLS

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- Exceptional customer service
- Manage daily cash inflows and outflows
- Team work
- Cash handling skills
- Decision making
- Accurately process customer transactions
- Record keeping and documentation
- Currency conversion knowledge
- Banking product knowledge
- Communication skills
- Strong problem solving skills

## PROFESSIONAL AWARDS

- Best Branch Operation Star award -Teller  
2<sup>nd</sup> Runner up

## LANGUAGE PROFICIENCY

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- English (Intermediate)

## PERSONAL INFORMATION

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- Name in full - Kavindu Vihanga Hettiarachchige
- Date of birth - 17/05/2000
- Age - 24 Years
- Civil Status - Single
- Visa Status - Visit Visa
- Visa validity - 15 November 2024
- Nationality - Sri Lankan

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**I am well-prepared to commence my role immediately and can readily accommodate the company's preferred start date.**

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Signature