

Ravin Priyantha De Silva

Phone : +971 55 974 4290
Email : ravinpdesilva@gmail.com
LinkedIn : [linkedin.com/in/ravinpdesilva](https://www.linkedin.com/in/ravinpdesilva)
Nationality : Sri Lankan | Age: 36
Gender : Male | Marital Status : Married



Profile Summary

Dynamic and results-oriented banking professional with over 15 years of experience across various roles within the banking industry. Demonstrated expertise in branch operations, project management, software application development, and training. Proven ability to adapt to diverse environments, drive strategic initiatives, and deliver exceptional results.

Work Experience

People's Bank, Sri Lanka

Aug 2008 – Feb 2024

Mainstream Banker (At Branches, Regional Head Offices)

- Served as the Regional Officer for Branch Operations, overseeing channel coordination, public relations, marketing, and regional finance activities.
- Fulfilled the role of Regional Finance Officer, ensuring adherence to financial policies and procedures while facilitating regional business promotion and marketing initiatives.
- Undertook frontline responsibilities such as Front Office Teller and Bulk Cash Officer, managing cash transactions with accuracy and efficiency.
- Served as the Front Office Customer Relationship Officer, building rapport with customers and addressing their inquiries and concerns in a professional manner.
- Executed duties as a Business Promotion (Marketing) Officer, promoting banking products and services to existing and potential customers to drive business growth.
- Assessed credit applications and managing credit facilities as a Credit Officer, adhering to risk management guidelines, and ensuring responsible lending practices.
- Performed duties as a Recovery Officer, managing delinquent accounts and implementing strategies for debt recovery within the branch network.

Project Manager (At Project Management Office of People's Bank)

- Acted as the primary liaison officer between People's Bank and the vendor (Silverlake, Malaysia) for the Digital Banking Project.
- Served as the Project Manager and Team Leader for the development and implementation of the People's Bank Mobile Banking App.
- Led the Business Analyst Team of People's Bank dedicated to the People's Bank Mobile Banking App Project.

Software Application Developer (At Project Management Office of People's Bank)

- Designed and developed the People's Bank Debt Recovery Module, a collection module tailored to manage debts within the organization.
- Spearheaded the conceptualization and development of the People's Bank Digital Operational Dashboard and Complaint Management System, enhancing operational efficiency and customer service.
- Led the conceptualization and development of a Cloud-Based Monitoring System for Branch Operations, along with a Scriptless Reporting System and Debt Recovery Monitoring System, optimizing monitoring processes within the specified region.

Trainer

- Designed and delivered comprehensive training programs for People’s Bank staff on Debt Recovery Module and associated Debt Recovery Processes.
- Served as a key resource person, providing guidance and support to trainees throughout the learning process.
- Developed training materials and resources to ensure clarity and effectiveness in conveying complex concepts.
- Monitored trainee progress and provided constructive feedback to facilitate skill development and mastery of the subject matter.
- Collaborated with stakeholders to identify training needs and tailor programs to meet organizational objectives.

Education

| | |
|---|------|
| Master of Business Administration London Metropolitan University, UK | 2018 |
| OTHM Level 7 Diploma in Data Science OTHM Qualifications, UK | 2024 |
| BSc (Hons) in Software Engineering Birmingham City University, UK | 2021 |
| Intermediate in Applied Banking and Finance (IABF) Institute of Bankers of Sri Lanka (IBSL) | 2015 |

Other Information

| | |
|------------|--------------------------------------|
| Languages | : English (Fluent), Sinhala (Native) |
| References | : Available upon request |