

ROSHEL QUYN

ABOUT ME

As a seasoned banking professional and a Banking Assistant at Nations Trust Bank, Sri Lanka, I excel in client management, customer experience, Amex card acquisition, digital products, inbound outbound contact service and administrative expertise. With a proven track record of cultivating lasting client relationships, I bring agility to navigate dynamic banking landscape and implement innovative growth strategies. Thriving in fast-paced environment, I identify revenue opportunities while mitigating risks. Committed to staying abreast of market trends and regulations, I aim to contribute my skills and experience to drive organization success by fostering mutually beneficial relationships and achieving corporate objectives.

EXPERIENCE

Nations Trust Bank PLC

Banking Assistant (Consumer Sales Administration)
Apr 2023 - Nov 2023

Efficient inventory management, ensuring accurate reconciliation of data, maintaining data integrity, handling customer complaints, coordinating travel arrangement, facilitating onboarding processes, processing resignations and scheduling meetings to support the smooth functioning of operations.

Nations Trust Bank PLC

Customer Care Specialist (Contact Center)
Oct 2021 - Apr 2023

Managing customer retention, ensuring customer satisfaction, handling complaints, overseeing customer service operations, actively engaging in problem solving to enhance overall service quality and leading a team to deliver exceptional service within the banking context.

Nations Trust Bank PLC

Senior Business Development Officer (Digital Sales)
Apr 2018 - Sept 2021

Nations Trust Bank PLC

Business Development Officer (Direct Sales)
Feb 2018 - Mar 2018

Nations Trust Bank PLC

Trainee Business Development Officer (Direct Sales)
Jul 2017 - Jan 2018

The Coco Beach Restaurant Negombo

Cashier
Dec 2015 - May 2017

REFERENCES



15 June 1996



+971 523913226



roshelquyn123@gmail.com



Al Zarooni Building, Al Barsha 01,
Dubai U.A.E



<https://www.linkedin.com/in/roshel-quyn-0b2746293>

LANGUAGE

- English
- Sinhala

EXPERTISE

- Management Skills
- Interpersonal Skills
- Customer Service
- Team Player
- Leadership

EDUCATION

Sri Lanka Institute of Marketing

Postgraduate Diploma in Marketing
Management (2020-2023)

Preliminary Certificate in
Marketing (2019)

Zonal Computer Resource Center - Sri Lanka

Certificate in Computer Application
(2017)

Harischandra National College - Sri Lanka

G.C.E (A/L) Examination Passed. (2016)

St. Anne's Maha Vidyalaya - Sri Lanka

G.C.E (O/L) Examination Passed. (2012)

Mr. Shashie Anand
Manager Digital Sales & Other Channels
Nations Trust Bank PLC
Phone - +94 77 223 7468
Email - shashie.anand@nationstrust.com

Ms. Ramziya Faiz
Business Development Executive
First Abu Dhabi Bank U.A.E
Phone - +971 553 872814
Email - ramzimarketing7@gmail.com