



# HASANTHA NUWAN

SENIOR PERSONAL BANKING ASSOCIATE



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## ABOUT ME

Enthusiastic senior business development associate highly effective at building productive relationship with customers and colleagues. Team player and people person with background incustomer service, sales and marketing with over 8 years of experience. Demonstrated track record of success in generating new revenue streams while building customer loyalty and retention.

## ACHIVEMENTS

### NASCO AWARDS

#### SRI LANKA INSTITUTE O F MARKETING

COLOMBO / FEB 2018

NOMINATED & REPRESENT PAN  
ASIA BANK AS A FRONTLINER  
(CREDIT CARD SALES)

### CEO CLUB MEMBER

PAN ASIA BANK

### CEO CLUB MEMBER

NATIONAL DEVELOPMENTBANK

### NATIONAL CADET CORPS

#### ASSESSMENT CAMP FEB 2009

ARMY CADET PLATOON OF 8TH  
BATTALION,1ST PLACE  
EHELIYAGODA DHARMAPALA  
COLLEGE

## LANGUAGES

ENGLISH  
SINHALA

## PERSONAL DETAILS

### DATE OF BIRTH

30<sup>TH</sup> December 1993

### Nationality

SRILANKAN

### Marital Status

MARRIED

### VISA STATUS

TWO Months Visiting Visa

## WORK EXPERIENCE

### MICRONET GLOBAL SERVICES (PVT) LTD

Colombo

Apr 2022 - Apr 2023

#### CARD PROMOTION OFFICER

- generating leads and meeting or exceeding sales goals
- giving sales presentations to a range of prospective clients
- Coordinating sales efforts with marketing programs
- Responsible for assisting customers with inquiries, opening and cross-selling accounts and services, and solving customer problems.(Term deposits, balance transfers, loans)
- Update and manage contact database with accurate profiles, notes, and relevant information

### NATIONAL DEVELOPMENT BANK, HEAD OFFICE

Jun 2019 - Dec 2021

#### SENIOR BUSINESS DEVELOPMENT ASSOCIATE

- Solicit customers to the Bank thereby contributing towards and increasing credit card base.
- Convey brand information to customers and respond to questions/inquiries that arise.
- Update and manage contact database with accurate profiles,notes, and relevant information.
- Responsible for daily/monthly sales targets.

### PAN ASIA BANKING CORPORATION PLC, HEAD OFFICE

Oct 2015 - Feb 2019

#### BUSINESS DEVELOPMENT OFFICER

- Increase credit card base and balance transfer facilities of bank.
- Engaging with inbound and outbound calls.
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
- Educated customers about billing, payment processing andsupport policies and procedures.

### BANK OF CEYLON, HEAD OFFICE

Colombo

Jan 2014 - May 2015

#### CALL CENTRE AGENT

- Cater a 10 million + customer base with over 1000 BranchesIsland wide and overseas.
- Handle Customer Inquiries with regard to Current and SavingsAccounts, Debit and Credit Cards, Bank charges, Loans and Leasing, NRFC/RFC accounts etc.
- Provide vital information to promote Bank of Ceylon's product portfolio including any updates on rates.
- Assist customers in Internet Banking and Mobile Banking system queries and Provide information about the Branch network including location and contact details.

## EDUCATION

### OPEN UNIVERSITY OF SRI LANKA

Colombo 2024

#### Undergraduate

BA Degree in Social Sciences - Mass Communication Stream

### SRILANKA INSTITUTE OF MARKETING

Colombo 2017

#### Higher National Certificate

Preliminary certificate in marketing

### BAE ENGLISH INSTITUTE

Colombo 2013

#### Higher National Diploma

Diploma in English language

### TURNKEY IT TRAINING COLLEGE

Colombo 2010

#### Higher National Diploma

Diploma in computer hardware engineering with networking

## SKILLS

GOAL ORIENTED  
STRONG CLIENT RELATIONS  
ACTIVE LISTENING  
EXCELLENT COMMUNICATION SKILLS

QUICK LEARNER  
ONLINE MARKETING  
NEGOTIATION  
PRESENTATION

