PALLIGODA ARACHCHIGE DONA LAKSHINI NESANSALA JAYAWARDENA

London, United Kingdom

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Video CV and Professional Profile: https://cifa.ac/cifa-resume/9f363960-bfe5-46ae-86c9-6cafd2e39bb5

Experienced Banker with 9+ years of experience with strong banking frameworks including commercial, investment and retail banking, compliance management and a devotion to customer service. A strong team member with the ability to work independently, as well as within ambition and a desire to succeed. Highly adept in banking transactions and regulatory requirements, bringing forth a proven track record of being a member in the best branch of the year for twice. Knowledgeable in data analysis software such as SPSS statistics and EViews. Furthermore, Bloomberg certified (BMC) and following a Masters in International Banking and Finance (end date 27.09.2023) and a Financial Advisor Certification (FAC) in order to achieve a suitable qualification recognized by the Financial Conduct Authority (FCA) in UK.

SKILLS

Hard Skills:

Soft Skills:

WORK EXPERIENCE

11/12/2022 - 01/10/2023
Customer Assistant [Tesco Plc]
• Replenishment. • Followed policies and procedures to minimize risk.

01/09/2021 - 01/09/2022
Internal Credit Officer [Seylan Bank Plc]
• Worked to provide an exceptional client experience on a daily basis and cultivated strong relationships with small businesses & personal wealth management professionals. • Maintained a strong understanding of Bank's policies, standards and procedures to ensure the security of bank and client assets. • Assessed risks during business decisions, and helped clients to make the safest and most beneficial financial choices possible. • Recognized the transaction needs of clients and educated clients about digital self-service options. • Month-end, Quarter balancing, Handling Prepayments, Accruals, Overtime, Fixed Assets, Year-end forecast / Budget. • Carried out Credit Department functions such as Granting facilities (Cash back, Personal and Housing Loans).

01/09/2018 - 01/09/2021
Sub Officer [Seylan Bank Plc]
• Facilitate AML, client on boarding functions, Client Due Diligence (CDD), Enhanced Due Diligence (EDD) and KYC verification. • Ensured compliance with operational, risk, security and audit procedures and policies while handling retail banking & commercial banking functions. • Assisted clients by providing exceptional customer service and knowledge of products, services, offerings and dedicated to the satisfactory of clients. • Mentored and trained new staff members. • Maintained the confidentiality of clients and their accounts at all times. • Reported all necessary information to the Chief Operating Officer and worked closely with them to achieve and maintain goals.

01/05/2015 - 01/09/2018

Banking Assistant [Seylan Bank Plc]
• Executed cash, ATM functions, international division transactions, cheque clearing and back-office functions including preparing KYC Due Diligence in suspicious transactions reporting . • Built strong relationship with clients, providing them with top of the line financial advisement. • Gathered data and built financial models around key metrics to achieve branch targets. • Managed cash deposits and withdrawals, conducting daily cash counts ensuring regulatory requirements. • Confidently opened and closed current, savings and fixed accounts as appropriate. • Explained bank services, Financial Products and applicable fees to customers. • Served as an assistant to all administrative personnel and acted as a first point of contact for visitors and customers.

01/05/2013 - 01/05/2015
Trainee Banking Assistant [Seylan Bank Plc]
• Enable managerial decision making by creating monthly branch performance reports. • Assisted with integration of new practices, ensuring minimal impact on daily operations. • Identified and mitigate potential fraud and transaction risks. • Maintaining up to date knowledge on banking regulations and guidelines.

01/03/2013 - 01/05/2013
Internship [Bank of Ceylon]
• Worked as a dedicated team member of the banking team. • Served as a critical and effective team member in the legal division and private banking services.

EDUCATION

London Metropolitan University -- Master's degree, International Banking and Finance (09/18/2022 - 09/27/2023)

Master's degree, International Banking and Finance

University of Chichester -- Post Graduate Diploma, Strategic management & Leadership (11/01/2020 - 12/01/2021)

Post Graduate Diploma, Strategic management & Leadership

Institute of Bankers of Sri Lanka - IBSL -- Diploma of Education, Banking and Finance (03/01/2016 - 12/18/2018)

Diploma of Education, Banking and Finance

Institute of Bankers of Sri Lanka - IBSL -- Certificate Level, Banking and Finance (03/18/2013 - 03/18/2016)

Certificate Level, Banking and Finance

National Institute of Business Management (NIBM - Sri Lanka) -- Certificate Level, Computer Science (10/18/2012 - 02/18/2013)

Certificate Level, Computer Science

CERTIFICATES

09/18/2022 - 12/25/2022
Bloomberg Market Concepts
Bloomberg Market Concepts - Bloomberg credential - 1UF9qGqvgmdTETq5WJJBCudx

05/10/2023 - 06/10/2023
Introduction to UK Financial Regulation & Professional Integrity
Introduction to UK Financial Regulation & Professional Integrity - CIFA Education Management (CIFA)
Certificate ID - 4382081656