



## Faruza Aswar

### SENIOR BANKING ASSOCIATE

✉ faruzaaswer@gmail.com

🏠 Reem 2 Compound, Street 27,  
Al Shose Street, Jumeirah 03,  
Dubai (UAE).

📅 24 years old

🇱🇰 Sri Lankan

📞 052 442 1948

👤 Single

#### LANGUAGES

English

Tamil

Sinhalese

#### INTERESTS

Craft Making

Drawing and Painting

Cooking

Sports

Dedicated and performance-driven banking professional with more than 4 years of experience in the industry, providing excellent customer service and high-quality financial offerings to consumers. Seeking a challengeable role to exhibit my interpersonal, critical thinking and exceptional customer service skills

#### WORK EXPERIENCE

##### Banking Associate

From February 2022 to April 2023

The National Development Bank PLC Colombo - Sri Lanka

- Built strategies for improving the overall customer experience and fostering loyalty.
- Handled customer complaints.
- Attracted customers by promoting the product and company positively.
- Answered questions and addressed concerns as they arise.
- Prepared product and customer reports by gathering data collected during customer interactions.
- Assisted customers to determine their banking needs while providing accurate and complete information.
- Recognized customer needs and recommended appropriate products and services.
- Represented the bank in a positive and professional manner.
- Maintained customer confidence and complied with bank procedures and guidelines.
- Assisted customers in opening new bank accounts, modifying existing accounts and completing paperwork.

##### Associate

From August 2020 to January 2022 Dialog Axiata Colombo - Sri Lanka

- Answered queries about the company's products and services.
- Handled customer complaints and analyzed customer feedback.
- Resolved issues and troubleshoot technical problems.
- Kept records of customer interactions, processed customer accounts and filed documents.
- Followed communication procedures, guidelines and policies.
- Supported customers by providing helpful information, answering questions, and responding to complaints.
- Maintaining a positive, empathetic and professional attitude toward customers at all times.

## SKILLS

### Communication

### Attention to Detail

### Customer Service

### Industry Specific Knowledge

### Emotional Intelligence

### Numeracy Skills

### Problem Solving

### Microsoft Office

### Leadership

### Organization and Time Management

## REFERENCES

Sentoran Shanmugeswaran  
Senior Manager  
National Development Bank  
sentoran.sanmugeswaran@ndbbank.com  
+94 77 707 1332

Tharindu Lokupothagama  
Associate Manager  
National Development Bank  
tharindu.lokupothagama@gmail.com  
+94 77 442 8579

## WORK EXPERIENCE

### Intern - Banking

From February 2019 to December 2019 Commercial Bank Kandy - Sri Lanka

- Involved with new account openings and loan processing.
- Promoted the bank's products and services.
- Answered queries regarding bank-related services.
- Maintained customer confidentiality and accurate details of each transaction.
- Cross-trained in other areas of the financial centre, such as ATM, Vault, Savings bonds, Safe deposits and Wire transfers.
- Upheld customer satisfaction by supporting external and internal customers.
- Acquired internal system knowledge to efficiently collect, analyze, maintain and communicate essential information with internal relationship banking department staff.
- Conducted product and service surveys by researching industry trends and competitive analysis.

### Operations Intern - Banking

From October 2018 to February 2019 Bank of Ceylon Kandy - Sri Lanka

- Maintained an active knowledge of products and services.
- Initiated account opening procedures.
- Assisted customers to enhance the customer experience.
- Handled deposit application process, products and rates.
- Assisted in the development and delivery of training programs.
- Participated in events committee meetings.
- Provided project support to the relationship banking team.
- Provided General accounting support.
- Provided support for the annual budgeting process.

## EDUCATION

### BSc Management

Since January 2019 University of Sri Jayawardenapura Sri Lanka

### Diploma in Applied Banking and Finance

Since September 2022 The Institute of Bankers of Sri Lanka Sri Lanka

### Intermediate in Applied Banking and Finance

From October 2017 to April 2018  
The Institute of Bankers of Sri Lanka Sri Lanka

### Certificate in Computer Science

From September 2018 to February 2019  
National Institute of Business Management Sri Lanka

### GCE Advanced Level (Commerce)

From January 2015 to January 2017  
Badi-ud-din Mahmud Girls' College Sri Lanka

## DECLARATION

I do hereby certify that the above information is true and correct to the best of my knowledge.

*Faruza Aswar*