



# THILAN MOHOTTIGE

## Executive – Branch Operations

### ABOUT ME

Having over a decade of experience in many verticals of Banking and Finance, I have gained necessary skills required to carry out any task with minimum supervision. I mainly interacted with a wide array of clients, providing services on accounts management, financial and loan consultancy while having proven expertise in Branch banking, front and back office operations, AML/KYC Compliance, sales and marketing, cash handling, teller/cashiering with excellent customer service by accomplishing the expectations of both the Bank and the customer.

### WORK EXPERIENCE

#### Junior Executive – Branch Operations

Commercial Bank of Ceylon PLC, Sri Lanka /Oct 2020 - July 2022

- Handled transactions of customers including cash deposits & withdrawals, encashment of cashier cheques, fund transfers, Telegraphic transfers, loan payments & standing instructions.
- Handled all kind of remittance services including MoneyGram, Western Union & Ria & verify payment details and compliance requirements prior to make payments.
- Foreign Currency Issuance, conversions, cross currency transactions & daily update the rate sheet.
- Maintained accuracy and speed while dealing customers to maintain high level of customer service standards.
- Cash bundling, day end cash reconciliation, verify large transactions, Sort out solid notes, manage cash position of the branch/Till and insure sufficient cash held for customers and excess cash lodge in the vault
- Accept and process all type of clearing/collection cheques. issue pay orders and demand drafts, handling of cheque books/ATM cards.
- Monitor cash deposit amounts, detect fraudulent transactions to prevent losses and obtain KYC/AML details comply with regulatory requirements.
- Actively involved in Cross selling & lobby sales to promote bank products & achieve assigned sales targets.
- Preparation of daily printouts, month end reports for audit purposes.
- Advising clients regarding suitable financial instruments and services.
- Resolve internal and external customer issues, complaints and service failures and respond timely.
- Refined planning and organization skills that balance work, team support and ad-hoc responsibilities in a timely and professional manner.
- Enjoy sharing knowledge and encouraging development of others to achieve specific team goals & maintained a cordial relationship with staff members and assist with their daily works
- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Handled staff welfare and stationery requirements.
- Coached and Trained team members.

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### WEBSITES & SOCIAL LINKS

#### LinkedIn:

<http://www.linkedin.com/in/thilanmohottige>

### SKILLS

Communications

MS Office

Leadership

Customer Service

Team Work

Branch Operations

### LANGUAGES

English

Sinhala

### REFERENCES

References available upon request

## PERSONAL DETAILS

Date of Birth – 22<sup>nd</sup> July 1988

Nationality – Sri Lankan

Marital Status – Single

Visa Status – Visit Visa

### Banking Trainee

Commercial Bank of Ceylon PLC, Sri Lanka /Apr 2008 - Apr 2010

- All operational functions including accounts opening and monitoring, processing service applications.
- All Teller functions including handling of Cash, Cheques and Issuance & conversions of foreign currency.
- Inward and Outward clearing process including foreign drafts.
- ATM/CDM & CRM replenishing, loading, reconcile and encouraging the use to reduce counter traffic.
- Maintain customer files, documents and other correspondence as per the requirements.
- Handled money exchange services and remittances received from overseas.

## EDUCATION

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- **Master of Business Administration**  
University of Sunderland - UK (Reading)
- **Level 07 Postgraduate Diploma in Strategic Management and Leadership**  
OTHM- UK (Reading)
- **Certified KYC Associate**  
ACAMs / (Studies Completed)
- **Certificate in Anti-Money Laundering and CFT**  
Fintelekt Advisory Services Pvt Ltd
- **Intermediate in Applied Banking and Finance**  
Institute of Bankers of Sri Lanka
- **GCE - Advanced Level Commerce**  
Mahinda College / Galle / 2007

## KEY ACCOMPLISHMENTS

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- Attendance awards for the years 2011- 2014,2018 & 2019
- Regional Winners of the Inter Branch Quiz Competition 2012 & 2013

I hereby declare that the above information is true and accurate to the best of my knowledge.