

# DILSHANI PERERA

## EXPERIENCED BANKER

An International banker with 5+ years of experience in customer facing support roles within retail banking & Wealth management, Sales & marketing and in Financial crime compliance.



### PROFILE

Full name	: Bodhiya Badughe Dilshani Navanjana Perera Gunerathne
Contact	: dilshaninavanjana327@gmail.com/ +971 56 181 1992
Date of Birth	: 27th March 1998
Passport No	: N8138947
Nationality	: Sri Lankan
Civil Status	: Single

## 5+ YEARS OF WORK EXPERIENCE

### Teleconsultancy LLC

No. 49 Hillside Avenue, Airmont New York 10952

- **Personal Virtual Assistant/ Secretary (08/2022 to present)**

### HSBC Bank & HSBC Electronic Data Processing Lanka Pvt Ltd

No 163, Union Place Colombo 02 & No 439, Sri Jayawardenapura Mawatha Welikada, Rajagiriya

- **Associate Investigator – Investigative reporting, Financial crime compliance (12/2021 – 08/2022)**

This is a Financial Crime Threat Mitigation unit where I provided a single functional resolution for all investigations. Including basic financial crimes like money laundering, fraud, bribery and corruption, sanctions violations, tax evasion, and terrorist financing. EIR manages intake and triage for all case leads and inquiries through a globally consistent access point, conducts and coordinates investigative activity at the country/regional/global level based around the HSBC UK customers and produces case output to drive action by internal risk and control owners and author and file reports with appropriate authorities.

- **Transaction Monitoring L1 Associate (02/2020 – 12/2021)**

The job role was to investigate Fraud and other types of financial crimes & suspicious financial activity and detect money laundering, financing of terrorism, and a variety of other financial crimes while meeting the private and confidential regulatory compliance obligations more effectively in order to prevent the bank, from reoccurring of future financial crimes.

- **Telemarketing Agent (09/2019 – 02/2020)**

After I successfully completed the contract period with HSBC GSC, I moved back to HSBC bank as a Tele – Marketing Agent for a newly commenced Digital operations team, in which I dealt with customers who prefer to contact the bank through the Internet, Electronic emails, Text messages, social media or other electronic media along with handling incoming and outgoing calls. In this role, I polished my communication skills and was taught to handle the pressure of 24/7 call service.

- **Data Processing Executive (01/2019 – 07/2019)**

To gain additional experience I moved to HSBC Electronic Data Processing Lanka (PVT) Ltd, where I was employed on a fixed-term contract as a Data Processing Executive (for HSBC Customers who are residing in the United Kingdom

and in the United States of America – CRS: Common Reporting Standard & FATCA: Foreign Account Tax Compliance Act Remediation), in which I reported tax avoidance and tax evasion. The job role was to identify whether the customers hold tax residents outside the United Kingdom, then provide the identified details, including information relating to accounts to the national authority in the country/ jurisdiction where the customers' account is held, where this information was ultimately shared with the tax authority of the related countries/ Jurisdictions.

- **Business Development Associate (03/2018 – 12/2018)**

I contributed to the Retail banking and wealth management sector. The job role was to work with Sales Managers to plan daily, weekly, and monthly sales activities in line with the agreed sales plan and sales strategy by achieving individual sales plans, in which I have to build a relationship with key and top corporates to explore business opportunities and cater to their banking needs.



### **Nations Trust Bank**

*No 400, Galle Road, Colombo 03*

- **Business Development Officer (09/2017 to 02/2018)**

I was marketing the financial products and services of the bank to the new-to-bank and existing customers holding Sri Lankan nationality. I gained solid knowledge in marketing financial products by following a need-based selling approach toward the customers: Building a rapport and establishing customer needs, Identifying and matching customers' financial needs to the retail banking solution and consistently following up and following through on customers' applications within the stipulated timeline.

## **EDUCATION**

- **WREXHAM GLYNDWR UNIVERSITY**

- Successfully completed the Master of Business Administration

- **THE UNIVERSITY OF COLOMBO**

- Foundation in Information Technology from the School of Computing

- **AMERICAN CENTER COLOMBO**

- English Language Teacher training scholarship program conducted by Headway Learning Solutions in collaboration with American Center Sri Lanka

- **INTERNATIONAL AIRLINE TICKETING ACADEMY**

- Diploma in Marketing Airline Travel

- **ROYAL INSTITUTE INTERNATIONAL SCHOOL COLOMBO**

- GCE Advance Level 2017 (ICT, French language and English Literature)

- **LANGUAGE SKILLS (English: IELTS 7.0 Score, Sinhala & French)**

## **CERTIFICATES**

- HSBC Awards 2018 certificate for being a winner of Best Sales Team Credit Card Approvals.
- Certificate of Appreciation in recognition of the top 10 poets at the ME, MYSELF AND I poetry competition organized by the International Society for Research on Children and Youth (ISRCY).

- Certificates in Colombo Young Men's Buddhist Association (Dhamma and Abhidhamma Examinations).
- Certificates in Sri Lanka Planetarium (Astro IT Lab).
- Certificates from Sports and extra curriculum activities.

## KEY SKILLS

- Positive Attitude
- Excellent communication and interpersonal skills
- Flexibility and adaptability
- Organizational skills and good time management
- The ability to remain calm in emergencies and manage stress effectively.

References are available upon request.

***I declare that the above Information and facts stated are true, correct and complete to the best.***

***BBDNP GUNERATHNE***

