



## PAVAN RANAWAKA

### Cashier/Teller

**Location** : AL Rigga, Dubai

**Contact** : +971 58 104 4827

**Email** : [pavanranawaka@yahoo.com](mailto:pavanranawaka@yahoo.com)

**LinkedIn** : <https://www.linkedin.com/in/pranidha-pavan-ranawaka-2a9898284/>

#### PROFILE SUMMARY

---

I am confident, organized, and highly motivated, target-oriented in what I am assigned to do. I desire to observe exceptional work ethics and commit to organizational objectives within the highly competitive trade. I am capable in cashier/teller functions and duties and customer service whilst building fast relationships with diverse personalities. Further, I trust myself as proactive and tactical in planning with the ability to accurately understand organizational requirements and accomplish them as required and accomplish outstanding results.

#### PERSONAL INFORMATION

---

**Date of Birth** : 20/09/1997

**Passport No** : N10609367

**Nationality** : Sri Lankan

**Visa Type** : Student (Available Immediately)

#### SKILLS HIGHLIGHTS

---

- |                         |                           |                       |
|-------------------------|---------------------------|-----------------------|
| • Organizational Skills | • Team Building           | • MS Office Packages  |
| • Customer Service      | • Accuracy and Efficiency | • Proactive           |
| • Communication Skills  | • Multitasking            | • Mathematical Skills |

#### ACHIEVEMENTS

---

- Conducted training programs during orientation period of newly recruited interns and banking trainees regarding cash counter functions and operations.

#### CERTIFICATIONS

---

- Certificate in AML and Countering the Financing of Terrorism (CFT) offered by Fintelekt Advisory Services (Pvt) Ltd, India.

#### EDUCATION AND PROFESSIONAL QUALIFICATIONS

---

- **London Metropolitan University** Bachelor of Business Administration (Upper Second-Class Honors) 2020
- **Pearson, UK** Higher National Diploma in Business Management 2019
- **Institute of Bankers of Sri Lanka (IBSL)** Intermediate in Applied Banking & Finance (IABF) 2018
- **University of Colombo School of Computing, Sri Lanka** Foundation in Information Technology 2014

#### LANGUAGE

---

Full proficiency in English language. (Reading, Writing and Speaking).

## PROFESSIONAL EXPERIANCE

---

### **Executive Assistant – Cashier Operations Commercial Bank of Ceylon PLC, Sri Lanka**

Oct 2019–Jul 2023

- Processed withdrawals and deposits of customers with the core banking system.
- Encashment of foreign currencies to local currencies.
- Payment of foreign remittances over the counter.
- Encashment cheques upon verification.
- ATM loading and replenishing and preparation of ATM reconciliation document.
- Handle accounts opening functions, credit card, foreign currency transactions and Telegraphic transfers.
- Welcoming customers by greeting them and assisting them with their banking needs.
- Handling customer queries over the phone and through emails and providing them with solutions.
- Documentation of related documents as per AML guidelines for relevant transaction whenever needed.
- Developed and executed strategies to expand the bank's customer base and market share.
- Resolved customer complaints and provided them with solutions.
- Complete KYC on boarding for new and pre-existing Customers (KYC Refresh) by reviewing client documentation, vendor databases, and data entered into proprietary.
- Provided customers with financial advice and information related to their investments.
- Identified new leads and canvassed them with banking products and investment options.
- Cross selling and up selling banking products and services to new customers, walk in customers and as well existing customers.
- Ensure that the goals and objectives assigned to myself are duly planned and achieved within the time framework assigned.
- Study and analyze the potential of new and existing customers, identifying cross sell opportunities to bring in revenue by growing wallet share through banking products, credit cards, loans, overdrafts, wealth management products.

### **Intern – General Operations Hatton National Bank PLC, Sri Lanka**

Dec 2016–Jun 2017

- Ensure updating all related data bases and monitoring tools maintains at unit on timely manner.
- Handle Many inbound and outbound calls for complaints and take for the resolution.
- Provided administrative support to senior staff, such as preparing reports and presentations.

## CONTRIUTION TO PROFESSION AND VOLUNTEERING

---

- Member of the Business Continuity Management Committee of Commercial Bank of Ceylon PLC
- Member of the Examination panel evaluating the academic tests of the newly recruited Banking Trainees of Commercial Bank of Ceylon PLC.

## REFERENCES

---

Available upon request