



NISHAN WIJESEKARA

Contact

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📍 Apartment 513, Al Khalifa Saif Building, Al Nahda 01, Dubai, UAE.

Personal

- Date of Birth - 02 November 1989
- Visa Status - Employment Visa
From 07 Mar: 2023 to 05 Mar: 2025

Languages

- English
- Sinhala
- Hindi

Skills

- Excellent Customer Service
- Multi-tasking
- Organizational & coordination ability
- Excellent Communication
- Accurate data entry
- Critical thinking & problem solving
- Work under pressure
- Time Management
- Team building

Education Qualification

- The Institute of Bankers of Sri Lanka.
Certificate in Banking & Finance.
Completed in 2017.
- JMC School of Computers, Sri Lanka.
Diploma in Computerized Accounting
Completed in 2009.
- Karadeniya Central College, Sri Lanka.
General certificate of education
(Advanced level) examination.-2009
- Karadeniya Central College, Sri Lanka.
General certificate of education (Ordinary
level) examination.-2005

About Me

Detail-oriented banker with 12 years of significant experience proving customer support and advice in a busy banking setting. Focused on maintaining a high level of efficiency at the bank while serving up to 200 customers per day. Strong problem solving skills and a can-do attitude.

Professional Experience

DFCC Bank PLC, Sri Lanka. | Officer In Charge / Junior Executive

2018-2022

Key responsibilities:

- Monitored branch administrations and supervised the performance of branch front office staff and managed client access safe deposit boxes, cash boxes and bank vault.
- Communicated with customers to achieve profitable transactions and mutual satisfaction.
- Recognized as Employee of the Month in 2020 and 2021.
- Trained and coordinated deposit mobilization staff.
- prepared accurate Reports required for upper management.
- Led a team of 3 tellers, training in upselling goals, and meeting expected target every quarter.

DFCC Bank PLC, Sri Lanka. | Senior Banking Assistant

2015-2018

Key responsibilities

- Supervised and conducted teller transactions while completing complex banking transactions for high volume banking operations, handled LKR 100 million+ per day.
- Efficiently responded and solved customer account queries of more than 150 accounts weekly while establishing credibility with clients to create a friendly rapport.
- Executed client service in receiving and paying out money and maintaining 100% accurate personal and commercial records.
- Handled a large volume of incoming calls, emails and responded to a wide range of customer inquiries while providing excellent customer service.
- Cross-sold banking services and products to existing and prospective clients while maintained positive customer relations to promote business.

DFCC Bank PLC, Sri Lanka. | Banking Assistant

2012-2015

Key responsibilities:

- Engaged and assisted customers with banking needs via knowledge of banking products and best practices.
- Accurately record each transaction to ensure all documentation and system work was in compliance.
- Processed 250+ daily customer deposits, withdrawals, and payments.
- Recommended bank products that met the customers' requirements to increase sales by 15% in one quarter.
- Processed account transfers and opened 150+ new accounts with limited supervision and a high level of accuracy.

DFCC Bank PLC, Sri Lanka. | Front Office Assistant/ Bank Teller

2010-2012

Key responsibilities:

- Balanced cash drawer and ATMs, handling LKR 10 million+ per day, with 100% accuracy, zero mistakes and attention to details.
- Ensured customer satisfaction by connecting with account managers and loan officers to improve their customer service experience..