

Sarath Kumaratunga

Experienced Sr. Branch Operations Assistant | KYC & Compliance Specialist | Financial Industry Expert



PROFILE

Seasoned banking professional with over 16 years of experience in the financial industry, including a proven track record as a Sr. Branch Operations Assistant in a commercial bank. Expertise in KYC, Compliance, Trade Finance, Transaction Banking, and Customer Service. Committed to operational excellence, regulatory compliance, and optimizing customer experiences. Underscoring expertise in branch management, customer engagement, and operational efficiency.

CONTACT

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Vills No. 28, Al Jafilia, Dubai, UAE

Sarath Kumaratunga

PERSONAL DETAILS

- Date of Birth: 28th Dec. 1980
- Nationality : Sri Lankan
- Passport No.: N10177838

LANGUAGES

- English (Fluent)
- Sinhala (Native)

SKILLS

- Branch Operations
- Cash Management
- Credit Risk Management
- Credit Analysis
- Credit Documentation
- Payment Processing
- Customer Due Diligence
- AML Compliance
- Risk Assessment
- Legal and Regulatory Knowledge
- Financial Crime Compliance
- Customer Service
- Customer Relationship Management
- Issue Resolution
- Help Desk Management
- Trade Finance Expertise
- Import and Export Operations
- Trade Document Preparation
- International Trade Regulations
- Sales & Marketing
- Debt Recovery Management
- Advanced IT in MS Office

PROFESSIONAL EXPERIENCE

Sr. Branch Operations Assistant

Nations Trust Bank PLC, Colombo, Sri Lanka **June 2013 – May 2023**

- Diligently oversaw and controlled branch operational activities, collaborating to achieve ambitious financial targets.
- Executed strategies to minimize operational risk by meticulously adhering to established guidelines and implementing innovative processes.
- Skillfully handled and authorized international trade transactions, including OTTs, LCs, and Import line facilities.
- Supervised the preparation and validation of trade documents such as bills of lading, invoices, and certificates of origin.
- Assessed the inherent risk associated with these transactions and ensured strict adherence to international trade regulations, sanctions, and internal bank policies to prevent fraudulent activities and legal complications.
- Led staff training initiatives focused on enhancing service quality, product knowledge, and operational proficiency at the branch level.
- Proficiently managed foreign currencies, foreign drafts, and standing orders to facilitate smooth financial transactions.
- Conducted thorough reviews of Know Your Customer (KYC), Customer Due Diligence (CDD), and Enhanced Due Diligence (EDD) processes, ensuring compliance with regulatory requirements.
- Streamlined branch operations to minimize turnaround times, delivering efficient and customer-focused service.
- Effectively handled excesses in current accounts and closely monitored inward and outward cheque transactions.
- Ensured unwavering adherence to branch operational processes and compliance requirements, serving as the main authorizer for all branch-level transactions.

Customer Experience officer - Nations

Trust Bank PLC, Colombo, Sri Lanka **April 2007 - June 2013**

- Develop and expand existing relationships by identifying cross-selling and new business opportunities for a full global suite of investment strategies.
- Trains, assigns, directs, supervises, evaluates and disciplines Call Center personnel.
- Responds to and resolves complex customer service complaints.
- Responds to financial aid related and specialty Inquiries.
- Cost control & time management.

PROFESSIONAL QUALIFICATIONS

Certificate in Branch Operations Management

Institute of Bankers of Sri Lanka
(Pending Results)

Management of People and Organization

Institute of Bankers of Sri Lanka

Sr. Front Office Assistant

Taj Samudra Hotel, Colombo, Sri Lanka
December 2001 – April 2007

- Led the Teams duties to ensure the smooth operations of the department.
- Ensured that a high quality of work is delivered by the team.
- Ensure hotel security procedures are followed checking guests in & out.
- Managed and motivated the Front Office team in order to provide a high standard of service for customers.

REFERENCES

Upon request