

PRAVEENA GAJENDRA - MBA (UK)

Banking Executive - Retail Banking

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📍 No. 708 - Samshi Building , Sheikh Saqr Bin Khalid ,Al Qasimi Street, Al Nad , Al Qasimia ,Sharjah, UAE

🛂 Visa Status - Spouse Visa

🌐 <https://www.linkedin.com/in/praveena-gajendra-97727776>



PROFILE

Hard-Working professional with 14+ years of experience and proven knowledge of Retail Banking Operations, Compliance ,Customer Experience, Administration Operations , Commercial Banking, Coaching & Development, Cross selling functional background and Sales. These skills coupled with strong drive for success will help and add value within the field.

ACADEMIC AND PROFESSIONAL QUALIFICATIONS

MBA -Master in Business Administration

London Metropolitan University -UK

September 2016 – December 2018

Certificate of Participation

McQuire Rens & Jones Training

How to Excel at Managing and Supervising People

Problem solving and Critical thinking

April 2019 – April 2019 | Colombo, Srilanka

Certificate Course in Commercial Banking Operations

Central Bank Of Sri Lanka

2011 – 2011

Certificate in Banking and Finance

Institute Of Bankers Sri Lanka

September 2007 – March 2014

Certificate Course in Computer Awareness Programme

Open University Of Sri Lanka

2006 – 2006

Certificate in English Language Examination (Senior level)

Eastern University Of Sri Lanka

2006 – 2006

SKILLS

Effective Communication • Compliance Knowledge • Risk Assessment Procedures • Banking Knowledge

Microsoft Office • Integrity and Trustworthiness • Attention to Detail • Audit Preparedness

Problem-Solving • Customer Service • Team Work • Time Management • Decision-Making

Positive Attitude • Analytical Skills • Organizational Skills • Numerical Aptitude

EMPLOYMENT SNAPSHOT

Compliance Officer -Kaizen Compliance Consultancy

September 2023 – October 2023

JLT - Almas Tower, UAE

Executive - Second Officer , Pan Asia Banking Corporation PLC

October 2019 – February 2022
Colombo 04 & 06 Branches, Sri Lanka

Trade Operations Executive, Pan Asia Banking Corporation PLC

July 2016 – September 2019
Trade Department , Head Office, Sri Lanka

Cash Officer - Cash Management /Operations ,Pan Asia Banking Corporation PLC

March 2011 – June 2016
World Trade Centre Branch - Colombo, Sri Lanka

Banking Assistant, Seylan Bank PLC

September 2007 – October 2010
Batticaloa, Sri Lanka

DETAILED PROFESSIONAL EXPERIENCE

Compliance Officer

JLT - Almas Tower Dubai, UAE

Kaizen Compliance Consultancy

- Regulatory Compliance: Stay updated with local and international AML and CTF regulations and ensure that their organization's policies and procedures align with these regulations.
- Risk Assessment: Evaluate the money laundering and terrorist financing risks associated with the organization's clients, services, and geographic locations.
- Implement, and maintain AML and CTF policies and procedures within the organization and also ensure that employees are trained to follow these policies.
- Sanction Screening
- Due Diligence and Suspicious Activity Reporting :Verifying the identity of clients and assessing the risk associated with the business relationship and monitoring transactions and activities for any suspicious behavior ,if detected obligated to report it to the appropriate regulatory authorities.
- Record-Keeping and Internal Trainings
- Cooperation with Authorities and Continuous Monitoring and Adaptation of AML and CTF programs.
- Handling Go AML Portal and Reporting

Executive - Retail Banking Operations

Colombo, Srilanka

Pan Asia Banking Corporation PLC

- Client Support- Assist clients with their day-to-day requests related to Banking documentation account
- Management: Manages customer accounts, including updating account information, processing account closures, and addressing account-related requests.
- Motivate, develop, appraise and maintain regular communication with, team members with a view to ensuring that their individual and collective performance is of the required standard.
- Supervise all banking operations & staff (Tellers, banking Assistants and Senior Banking Assistant) to ensure optimum productivity and high quality service in order to provide a range of general banking services to customers
- To make sure that all security items in the branch are balanced all time.
- To make sure that all dormant accounts are being followed up until activation.
- Day to Day and Monthly Reconciliations (GL Accounts ,Suspense Accounts)
- Ensured compliance with the Central Bank regulations and Supporting in line with other regulatory authorities including tracking, reporting and overseeing implementation of new regulations.
- To daily check all reports prepared by the branch supervisor & provide the same to the branch manager with his/her feedback for all reports in daily basis.
- Monitored staff performance and provided biweekly evaluations.
- Immediate escalation to the Manager Operations of any breach, risk or loss event suspected.
- To review client files and ensure they are constantly updated in line with the bank's internal audit standards.
- Handled Compliance /KYC/AML/ECDD/Risk ratings ,Sanction Screening.
- Performed internal audits to ensure efficient banking operations.
- Handled incoming calls and responded to client and department emails.
- Ensured adherence to teller function policies standards and procedures.
- Completed balancing of currency and coin vaults.
- Multi-takers with ability to prioritize goals and still hit deadlines and expectations.
- Maintained database of all banking transactions.

- Ensured that all client account information was kept confidential.
- To make sure that all services provided in the branch are as per banking service standard as well as staff attendance & appearance.
- Handled credit related operations such as Personal Loans, SME, X-press Loans.
- Actively participated in Various Training Programs.

Other Departments Handled

Colombo, Sri Lanka

Pan Asia Banking Corporation PLC

- Customer Service /Cash Management (Teller Functions /Account Opening /Back office Operations / Deceased Accounts Settlements / Clearing)
- Handled Foreign Remittances - Inward and Outward Remittances including student files and Foreign Currency Transactions (Currency Exchange and Issuance , Import Bills Settlements ,Shipping and Bank GTE's ,All Payment types WIFT Messages) .
- Handled Trade and Treasury Operations ,settlements ,Import Bills, Shipping Guarantees ,STL, Bank Guarantees and Central Bank Reporting.
- Banking Sales - Canvassed Personal Loans ,Credit cards ,Housing Loans and Vehicle Leasing.

Banking Assistant

Batticaloa and Kattankudy Branches, Srilanka

Seylan Bank PLC

- Head Teller Functions
- ATM Balancing - (Physically with System)
- Month End Reports
- Customer Service Counter - Account Openings ,Closings
- Dormant Activations ,Month End Reports
- Foreign Remittances - Western Union ,Xpress Cash
- Foreign Currency Encashments & Issuance
- Gold Loans - Advance & Redemptions
- Safety Deposit Lockers

FURTHER CAREER HISTORY AND REFREES

Available up on Request.

AWARDS

PABC QUIZ COMPETITION - Runner Up

2019

Pan Asia Banking Corporation PLC

Prime Ambassador Certification Program (Prime & Private Banking)

2011

Pan Asia Banking Corporation PLC

Seylan Bank Regional Sports Fiesta

Seylan Bank PLC

1st Place in 100m Race

1st Place in Netball

TRAININGS

Trainings Conducted by the Operations Department

Customer Service & Skills Development , Deceased Account

Handling & Closure ,Card Products Compliance (Regulatory ,Risk & etc)

Trainings Conducted by the Central Cash Department

Cash Operations Fraud Notes , Foreign Currency Exchange & Issuance, Mutilated Notes Handlings , On – Offsite ATM Operations & Daily Balancing

Trainings Conducted by the International Trade Department

Handling Import & Export Documentations , Customs Links ,Shipping Guarantees , Bank Guarantees (Extensions & Cancelations) Document Handlings, Releasing & Settlements ,Central Bank Reporting , Short Term Loan Granting

Trainings Conducted By Compliance Department

KYC & Risk Rating Updates ,AML Procedure & reporting ,Debit Card Procedure & Complainece

How to Excel at Managing and Supervising People

How to Manage and Supervise Staffs
Problem solving and Critical thinking

April 2019 – April 2019 | Colombo, Srilanka

Basics of AML

September 2023 – September 2023
Dubai, United Arab Emirates

- Learn Core AML and CFT Concepts and Terms
- Identify Common Signs of Money Laundering and Terrorist Financing
- Understand AML /CFT Regulations for Legal Compliance
- Develop Skills for advancing in AML and Compliance Roles

Passed the Assessment - Scored 77%

LANGUAGES

English

IELTS - Overall 6.5



Tamil

Native Speaker



Sinhala



REFERENCES

Dr. Dillina Herath - BBA,MBA,PhD, Academic Dean, Esoft Metro Campus ,Colombo – 04, Sri Lanka
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