



PRABATH LAKMAL



Room 2502, Al Nadha, Sharjah, UAE,
Sharjah, United Arab Emirates



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ABOUT ME

Customer Service Executive with five years of experience in the banking and private sector. Proven expertise in delivering exceptional service, managing client relationships, and exceeding customer expectations. Skilled in handling a wide range of customer inquiries, resolving issues efficiently, and ensuring a positive customer experience. Dedicated to contributing to the growth and success of the organization through the delivery of outstanding customer service.

PERSONAL DETAILS

Date of birth
25/05/1996

Nationality
Sri Lankan

Visa status
Resident

Marital status
Single

LANGUAGES

ENGLISH

SINHALA

WORK EXPERIENCE

HSBC

Colombo
Jan 2020 - May 2023

Customer Service Executive

- Opening of Advance, Bank, Joint, and Student accounts for United Kingdom customers complying with KYC and AML protocols.
- Processing CIN merge requests as per the advice received from the HSBC FCC team.
- Opening Joint Advance and Bank accounts for the HSBC staff under the special scheme.
- Opening an Individual Savings Account (ISA) is a tax-efficient savings and investment account available to residents of the United Kingdom.
- AML verification on customers in United Kingdom from Sanction countries named by the European Union and the United States.
- Following procedure updates regarding customers who are coming from Sanctioned countries and opening accounts.
- Assisting with the screening of tax documents in compliance with all FATCA/CRS obligations.
- Conducting AML/KYC reviews (CDD) on new clients and existing clients under onboarding.
- Provided banking services to bank customers and maintain relationships.
- Promote and cross-sell banking products to customers.
- Maintain and making relationships with the customers.
- Funds transfers and account closing.
- Process implementations to increase the quality of work.
- Attended all the accounts opening-related and procedure update-related training representing the Accounts servicing department.

NDB BANK PLC

Colombo
Jun 2019 - Dec 2019

Banking Trainee (Intern)

- Reviewing resumes and applications to assess candidate qualifications.
- Conducting initial phone screens and in-person interviews to evaluate candidates' skills, experience, and cultural fit.
- Scheduling interviews between candidates and hiring managers.
- Coordinating logistics for job fairs or recruitment events.
- Maintaining applicant tracking systems and databases.
- Conducting salary surveys and benchmarking to offer competitive compensation packages.
- Liaise with relationship team to acquire necessary approvals required for transaction handling to ensure adherence with policies and procedures.

SKILLS

BANKING SERVICES

CUSTOMER SERVICE

RETAIL BANKING

COORDINATING

PURCHASING

REFERENCES

MR. DIMUTHU DEWAPURA
Head of Risk and Compliance MI,
ASP
T: +85269296282
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MR. AROSHANA BANDARA
Senior Associate Trade Services -
Emirates NBD Bank, UAE
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E: aroshanabandara.ab.ab@gmail

S I N CONNECTION
AND MANPOWER
Colombo
Jan 2018 - Jun 2019

- Customer Relationship Executive
- Providing excellent customer service and ensuring customer satisfaction.
 - Responding to customer inquiries, complaints, and requests in a timely and professional manner.
 - Assisting customers in understanding product/service features, pricing, and availability.
 - Handling and resolving customer issues and conflicts, aiming for a positive resolution.
 - Processing customer orders, returns, exchanges, and refunds accurately and efficiently.
 - Maintaining accurate and up-to-date customer records and information in the database.

SAMPATH BANK PLC
Colombo
Jan 2017 - Dec 2017

- Internship
- Coordinating with vendors to obtain quotes, negotiate pricing, and secure favorable terms and conditions
 - Assisting in the evaluation of supplier performance, including tracking delivery times, quality, and customer satisfaction
 - Prepared purchase orders, solicited bid proposals and reviewed requisitions for goods and services
 - Maintaining documentation and records related to purchasing activities
 - Learning and adhering to company policies, procedures, and ethical standards in procurement
 - Payment settlement of all inventory related expenses.

EDUCATION

SITC CAMPUS
Colombo

Diploma in Human Resource Management (Reading)

DEPARTMENT OF
EXAMINATION, SRI
LANKA
2016

Passed G.C.E Advance Level Examination

RECOGNITION

- Awarded
- Awarded for Customer Service by HSBC for outstanding performance in the category of succeeding together on 24th September 2022.