

ASHEN LIYANAGE

No 1513 –Block A, Buhaira Towers, Al Nahda St – Sharjah - UAE • +971582394214 • ashen.liya@gmail.com



▼ Objective

Customer-focused professional with a comprehensive background in banking operations, poised to leverage expertise in a dynamic role with a strong emphasis on bank customer handling. Proven strengths include a client-centric approach, leadership, effective communication, customer relationship management, administration.

▼ Experience

Mar 2017 – Oct 2023

Executive Assistant • Commercial Bank of Ceylon

Client-Centric Approach • Leadership and Collaboration • Effective Communication • Customer Relationship Management • Administration • Analytical Skills • KYC Verification • Client Onboarding • Credit Analysis

Oct 2015 – Mar 2017

Customer Service Associate • Firstsource-Dialog Solutions

Customer-Centric Mindset • Empathetic Communication • Problem Resolution • Back Office Operations • Direct Sales • Marketing • Client Onboarding • Leadership

▼ Education

Times Campus (2023)

Following Degree Program in HR

Coursera (2023)

Certificate in Introduction to Generative AI

SITC Campus (2023)

Diploma in B. Mgt. Principles of Econ

High School – Asoka College, Colombo (2015)

Passed A/L – Accounting, Economics & Business Studies

Lasallian English Academy, Colombo (2013)

Diploma In English

▼ Communication

Fluent in English both Written and Verbal