



About Me

Dedicated Banker with over 5 years of experience in the financial sector. Adept at ensuring compliance with AML standards, branch banking operations, and resolving client inquiries. Proven track record of delivering exceptional customer service, backed by qualifications in MBA in Business Management and a Post Graduate Diploma in Business Management. Possesses strong communication, teamwork, and problem-solving skills. Demonstrates adaptability, leadership, and a commitment to detail. Excels in managing multiple responsibilities and maintaining a high level of accuracy.

Skills

- Advance MS Office
- MIS Reporting
- Cash Management
- Credit Documentation
- Payment Processing
- CDD/EDD
- AML Compliance Screening
- Compliance Documentation
- Operational Risk Managements
- Project Handling
- Internal Stakeholder Coordination
- Customer Relationship Management
- Team Player
- Time Managements & Accuracy
- Organizational Skills

Languages

English

Sinhala

Hindi

References available upon request.

THARUSHI HERATH

Professional Banker

Phone

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Address

United Arab Emirates

Experience

DFCC Bank PLC, Colombo, Sri Lanka

Banking Assistant – Central Processing Unit

2022 – 2023

- Working as the officer in charge at central processing unit assigned to branch operations.
- Handling bank Symbols system, CRM system, Taminos T24 system, Sky-lease and Pawning Systems.
- Assist with branch & customers inquiries.
- Process GL related entry effecting to core banking system & ensure to process according to Compliance and audit concerns.
- Prepare the report of income generated by operations department.
- Prepare the performances evaluation reports for the department.
- Handle Bulk Salary Upload process.

Banking Assistant - Service Delivery Unit

2017 – 2022

- Ensures the company adheres to laws, regulations, and industry standards relevant to its operations.
- Develop and implement policies, conduct risk assessments, and monitor internal processes to prevent legal and regulatory violations.
- Provide training to employees, investigate issues, and collaborate with external regulatory bodies.
- Maintaining ethical practices and minimizing legal risks within an organization
- Handle balance confirmations from cooperative and private clients. Respond to inquiries from the Inland Revenue Department by providing supporting documentation and detailed letters.
- Manage details related to court orders.
- Block clients' accounts in response to central bank and court order requests.
- Keep track of team performance and evaluation charts in accordance with workflow procedures.
- Resolve branch inquiries related to balance confirmations, Inland Revenue Department requests, and court orders.
- Managing and supervising a team of 10 junior employees in the area of Mandate Verification & Archiving.
- Actively participated and contributed to special projects.
- Ensured strict adherence to Anti-Money Laundering (AML) standards by all relevant parties.
- Processed debit card and various channel applications for new customers.
- Conducted comprehensive product training sessions for newly recruited staff members.
- Scrutinized account opening mandates and digital channel applications across the entire branch network, consistently following established guidelines.
- Diligently reviewed all documentation to ensure compliance with regulatory and audit requirements.
- Conducted meticulous data checks, monitoring, and entry into the core system for account maintenance.
- Resolved branch concerns in the capacity of an operations officer, particularly regarding account opening and digital channel services, to enhance branch service delivery.
- Maintained an outstanding performance record by consistently delivering exceptional customer service and focusing on branch operational inquiries.
- Processed customer requests and applications in line with operational guidelines provided by the Central Bank of Sri Lanka (CBSL) and bank policies.
- Identified, reviewed, investigated, and documented operational risk activities.
- Collaborated closely with internal stakeholders and service providers to ensure the smooth processing of new accounts.
- Conducted regular reviews of Key Operating Procedures for new processes and ensured timely updates to reflect any changes.
- Ensured the timely, complete, and accurate processing of tasks, including the execution of all relevant controls, within my area of responsibility.

Education

MBA in Business Management

2020 – 2021

Post Graduate Diploma in Business Management

2019 – 2020

GCE Advance Level

2012 – 2014