



About Me

Experienced Junior Executive I with a robust background spanning nine years in the dynamic and highly regulated banking industry. Known for my dedication to delivering top-tier financial services, I possess a deep understanding of banking operations, compliance, and customer relationship management. My commitment to precision, adaptability, and proactive problem-solving has consistently contributed to the success of my team and the satisfaction of clients. Eager to leverage my expertise to drive operational excellence and customer satisfaction in a forward-thinking banking institution.

CONTACT



+94774730343 (W/APP) | +971569769819



dulajchinthaka679@gmail.com



Al Quoz, UAE

LANGUAGE

- English-Good
- Sinhala-Native

PERSONAL INFORMATION

Full Name

Hewassage Dulaj Chinthaka Caldera

Date of Birth

08-11-1991

Gender

Male

Nationality

Sri Lankan

Civil Status

Married

Visa Type

Own Visa

NON RELATED REFEREES

Upon Request

DULAJ CHINTHAKA

EXPERIENCE

Junior Executive I

2014-2023

Sampath Bank PLC, Sri Lanka

- Cash and Clearing:** Handling cash transactions and managing clearing processes involve transferring funds between financial institutions. (Banking Teller)
- Accounts Opening:** Proficiency in the procedures and documentation required to open new accounts for customers.
- Banking Sales:** Contact potential or existing customers to inform them about a product or service using scripts.
- Pawning:** Knowledge and experience in handling pawn transactions, which involve lending money in exchange for valuable items as collateral.
- Recoveries and Credit:** Managing the process of recovering loans and handling credit-related matters, including assessing creditworthiness.
- Acceptance of Foreign Currencies:** Ability to handle foreign currency transactions, including accepting foreign currencies from customers.
- F/C (Foreign Currency) Purchasing and Selling:** Buying and selling foreign currencies, which is often part of a bank's services.
- F/C Shipment Process:** Understanding the procedures and processes related to the shipment of foreign currencies, which is essential for international banking.
- Knowledge of F/C Business:** Possessing a comprehensive understanding of foreign currency exchange operations and business.
- F/C Repatriate and Non-Repatriate:** Familiarity with the regulations and processes associated with repatriating and non-repatriating foreign currency funds.

Customer Service Officer

2011-2013

Sri Lankan Catering (Pvt) Ltd, Sri Lanka

EDUCATIONAL QUALIFICATIONS

- Passed G.C.E Ordinary Level Examination in 2007.
- Passed G.C.E Advanced Level Examination in 2010.

EDUCATIONAL QUALIFICATIONS

- Passed IELTS Examination Conducted by British Council Colombo.
- Successfully Completed Certificate Course in English Language at JMC.
- Successfully Completed Certificate in Business English Language at Aquinas Colombo.
- Successfully Completed the Intermediate in Applied Banking & Finance at the Institute of Bankers of Sri Lanka, (IBSL).
- Successfully Completed Course in Draftsman at Technical Education Center.
- Successfully Completed Certificate in Auto-Cad at Vocational Training Authority of Sri Lanka.
- Successfully Completed Certificate Course in Basic Food Hygiene at Sri Lankan Catering.
- Successfully Completed National Certificate in Food & Beverage Service - NVQ Level III at Vocational Training Authority.
- Successfully Completed Certificate in Care Certificate of Qualification Training LTD, United Kingdom..

SKILLS

- Banking Knowledge
- Customer Service
- Communication
- Financial Transactions
- Account Management
- Regulatory Compliance
- Technology Proficiency
- Sales and Cross-Selling
- Problem-Solving
- Attention to Detail
- Cash Handling
- Security Awareness
- Teamwork
- Time Management
- Professionalism
- Teamwork
- Credit Operations