



## Professional Summary

Excellent customer service skills and friendly speaking voice. Able to work in a fast paced environment. Experience handling cash and counting money accurately. Capable of cross selling allied product and selling exchange services, including making cold calls.

## Objective

Looking for a suitable position in a reputed organization with a different environment for better advancement, where I can utilize my potentiality attained through determined efforts. To play a prominent and imperative role in the development of the organization.

## Work Experience

### UAE Exchange Centre LLC

#### Branch Operation Supervisor

22 May 2006 – 23 April 2021

- Monitoring branch operation.
- Helping the foreign currency cashier as well counter staff For their operation.
- Maintaining the branch registers, making supervisory decisions , decisions, preparing reports, keeping records and other, related, responsibility to ensure productive operations.
- Monitoring of proper cash limits and assisting in the training of New Cashier.
- Ensures the quality of customer service at all times.
- Handling WPS salary process of companies.
- Creating the salary information files and uploading in wps System.
- Preparing the salary information statement.
- Ensure compliance of all operations with company policy & all Relevant regulatory & legal requirements.
- Maintain discipline among the staff in punctuality, cleanliness, And good behavior and give appropriate instruction as necessary.
- Scrutinize all transfers receipts accepted from customers as Per AML rules & regulations.
- Scheduling staffs for the days.
- Support the marketing team to develop the business.
- Processing the swift transaction
- Responding the swift enquiry from the bank.
- Dealing with foreign currency, buying the currencies and Selling the Currencies.
- Monitoring the market rate of all the currencies.
- Acting as a foreign currency dealer at branch.
- Executed customer transaction regarding cash, Money Transfer and currency exchange.
- Proficient in exchanging different country currency.
- Proficient in using computer and other office equipment.
- Maintained friendly and professional customer interaction.
- Accepting the transaction cash from customer.

## Personal Details

- Nationality : Srilankan
- Marital Status: Married
- Date of Birth: 24/03/1982
- Passport No : N5536309
- NIC No : 820840801V

## References

- Abdul Salam Zahir  
LLB(Col)  
Attorney at Law  
commissioner for oaths  
and company secretary  
Annal aham  
Mobile No: 0775407927,  
0759009998
- S. Riyas  
Grama Niladhari  
Mobile No: 0752259924

- Depositing cash in CDM machine.
- Daily preparing reconciliation report of CDM machine.
- Processing the corporate customer swift transaction
- Handling the corporate customer thru phone and email.
- Taking care of corporate customer FC purchasing and Selling.
  - Handling the bank enquiry and internal AML Department enquiry of corporate customer
  - Day to day branch accounts posting to head office
  - Depositing the cheque in bank and according to bank Statement releasing the transaction.
  - Preparing the monthly reconciliation report, and annual Reconciliation report.
  - Responding the accounts department email.

## UAE Exchange Centre LLC

### Branch Compliance Officer

- Responsible for the execution and implementation of the regulation  
Issued by the central bank of UAE and our in-house anti money Laundering policy and procedures.
- Monitoring of day to day transaction of the branch for any unusual/  
structured/suspicious/blacklisted ones and report to the chief compliance officer.
  - Educate the new staff in branch.
  - Responsible for the safe keeping of the relevant document.
  - Responding the bank enquiry and internal enquiry.
  - Day to day verifying KYC (Know your Customer) application of Customer and corporate customer.
- Monitoring the day to day transaction (Corporate and individual) Compliance with company regulation, central bank regulation, and correspondent bank regulation.
- Day to day verifying the Large volume transaction ( Corporate and Individual) wither supporting document and source of income collected.
- Responding external and internal auditor email communication.

## Sewa Lanka Foundation

### Field Officer

#### 2005 – 2006

- Forming the Clint Group
- Arranging the training to Client for self-employment.

- Arranging the Loan to Client for Self-employment.
- Recovering the Loan from Client.
- Achieving the monthly and yearly target.

## **CB Lanka Microcredit Limited**

### **Branch Manager**

#### **March 21 2022 to Still Date**

- Actively participate in branch's staff recruitment process, Capacity development, annual appraisal and ensure that Staffs are capable to identify their strength or weakness, They are strongly motivated, disciplinary actions are taken Appropriately and conflicts are solved peacefully.
- Participate in preparing and implementing the operation Target plan including loan, saving, staffing, budgeting, and Especially branch's profitability. In addition, loan target to Individual loan officer then regularly monitor and evaluate Staff's performance, and provide feedback and coaching to Staff for improving their work performance.
- Ensure that all the income and expense transaction are Well reviewed, authorize, and recorded into the right account with sufficient supporting document. Internal control system in strongly implemented, and accounting and financial report can be generated in a timely manner.
- Ensure that assets and equipment are labeled, registered , maintained, secured and used to serve in business operation of CB Lanka Microcredit Limited.
- Ensure that client are well selected, all loan are Well assessed before approving, good customers are Delivered, and portfolio quality is well managed.
- Be a legal representative of CB Lanka Microcredit Ltd To signed loan contract with customer.
- My self-daily visiting the loan taken customer house and And recovering the Loan payment.

### **Education**

- Advance level  
Kinniya Central College  
2000 batch  
Index Number: 2985950

- Ordinary Level  
Kinniya Central College  
1998  
Index Number: 85629154
- National certificate in accounting technician  
Government technical college  
2003 batch  
Index Number: 0309446

### **Skills**

- Excellent critical thinking capacity and application.
- Adept at performing under pressure or on tight Deadlines.
- Strong work ethic and drive to perform.
- Skilled in both written and spoken communication.
- Able to work alone or among a larger group
- Well versed with Microsoft office Management Application.
- Able to lead multinational Team
- Interpersonal skills
- Operate office machine ( Telephone, Fax machine, Projector, CCTV, UPS, Cash counting machine, Printer And computer)
- Strong capability of communication
- UAE Light vehicle Driving License
- Sri Lanka Driving License
- Ability to communicate languages