




# THILINI THENNAKOON

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## EXPERTISE

- Fixed deposits management
- Data analysis
- Data Entry
- Central operations
- Administrative Support
- Portfolio management
- Customer relationship management
- Deposit operations
- Tax reporting
- Balance confirmation

## PROFILE

Dedicated and skilled professional known for delivering high standards of customer service and adherence to company policies. Innovative, team-oriented, and adept at managing diverse tasks in high-pressure environments. Excellent communicator with strong public relations skills, seeking a role with opportunities for growth and development.

## EXPERIENCE

### Central Operations - Fixed Deposits Assistant Manager

PMF Finance PLC - Colombo 03

07/02/2022 – Current

- Managed multiple business units within deposit operations, contributing to organizational transformation.
- Successfully managed and tracked the full lifecycle of documents.
- Developed and implemented new policies to boost productivity and reduce overall costs.
- Trained, coached, and mentored staff to facilitate smooth adaptation to new processes and programs.
- Demonstrated strong skills in influencing, negotiating, presenting, and relationship building across functions.
- Maintained superior client relationships and handled tax and balance confirmations for investors' fixed deposits.
- Proficient in E-Financial Scierter System and experienced in Sales force platform.
- Displayed professional communication and customer service skills, with excellent time management and proficiency in Microsoft Office.

### Corporate Branch Senior Executive

Softlogic Finance PLC - Colombo 04

1<sup>st</sup> August 2014 – 6<sup>th</sup> February 2022

- Responded to investor inquiries, providing accurate and timely information on investment opportunities.
- Conducted phone and in-person meetings to understand investor preferences and assess their suitability.
- Maintained the front desk with updated information and accessible forms.
- Assisted in promotional activities, including seasonal gifts, events, gift vouchers, and membership.
- Acted as a liaison with administrative departments.
- Managed a portfolio worth up to \$1.5 billion, including fixed deposits, savings, and loans.
- Built and sustained excellent customer relationships throughout and beyond contract terms.

## **SKILLS**

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- Computer literacy
- Time management
- Communication
- Time management
- Planning and organizing

## **LANGUAGES**

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- English
- Sinhala

## **PERSONAL DETAILS**

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DOB : 6<sup>th</sup> June 1991

Nationality : Sri Lankan

Visa Status: Visit visa

Expired: (23<sup>rd</sup> September)

## **REFEREES**

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Available on request.

### **Call Centre Agent - Health Care Project**

Asian Alliance Insurance PLC - Colombo 02

27<sup>th</sup> May 2013 – 31<sup>st</sup> July 2014

### **Tele Sales Representative- Customer Care Ma Foi**

Ransdtad Lanka (PVT) Ltd. - Colombo 03

22/05/2012 – 22/05/2013

### **Trainee Sales Coordinator (Contract Basis)**

Glaxo Smithkline

10/2011 – 12/2011

### **Trainee Staff Assistant**

Bank of Ceylon - Katubedda Branch

03/2011 – 09/2011

## **EDUCATIONAL QUALIFICATIONS**

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### **Postgraduate Diploma in Business Administration**

Cardiff Metropolitan University -ICBT

2017 Colombo, Sri Lanka

### **Professional Certificate in Marketing**

Sri Lanka Institute of Marketing - Colombo 08

2016

### **Diploma in English**

Aquinas College of Higher Studies - Moratuwa

2010

### **GCE Advanced Level Examination**

Convent of our Lady of Victories Moratuwa

2010

### **GCE Ordinary Level Examination**

Convent of our Lady of Victories Moratuwa

2007