

SAHAN MENDIS

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PROFESSIONAL SUMMERY

Dynamic and versatile professional with over 6 years of experience in banking operations, customer service, and office administration. Proven track record in managing financial transactions, providing exceptional customer support, and efficiently coordinating administrative tasks. Strong analytical skills, coupled with the ability to lead teams, manage projects, and enhance client relations in fast-paced environments.

WORK EXPERIENCE

Operations Supervisor | ESAW Accommodations, Dubai, UAE **Jan 2023 - Present**

- Coordinated and managed office operations to ensure smooth workflow.
- Served as the primary point of contact for internal and external communications.
- Filed and organized documents in both physical and digital formats.
- Handled confidential information with discretion and professionalism.

Consultant and Sales executive | Beyond Solution Consultancy, Dubai, UAE **May 2022 – Aug 2022**

- Registered job seekers into the system and sorted them based on vacancy requirements.
- Escorted shortlisted applicants to interviews and facilitated the signing of offer letters.
- Finding potential applicants to match the demanding opportunities

Customer Service Executive/Team Leader | HSBC Sri Lanka **Sep 2020 – Feb 2022**

- Led a team in onboarding and servicing corporate credit cards for Dubai Expo participants.
- Managed customer service operations, ensuring timely completion of projects with high customer satisfaction.
- Resolved customer inquiries and issues efficiently, enhancing overall client experience.

Junior Executive-Sarvodaya Development Finance, Sri Lanka **Sep 2020 – Feb 2022**

- Interacted with customers to address inquiries, provide information, and resolve issues promptly.
- Monitored and reconciled accounts, identifying and rectifying discrepancies in a timely manner.
- Assisted in the preparation of financial reports, statements, and analyses.

Trainee Banking Assistant-DFCC Bank PLC, Sri Lanka **Jan 2016 – Jan 2018**

- Executed routine financial transactions, including processing deposits, withdrawals, and fund transfers.
- Actively engaged in learning about clients' financial goals and needs, ensuring a customer-centric approach.
- Ensured compliance with recordkeeping standards and procedures.

EDUCATION

BTEC HND International in Business Global Business Studies, Dubai, UAE	Mar 2023-Nov 2024
GCE Advanced Level St. Sebastian’s College, Sri Lanka	Aug 2014
GCE Ordinary Level St. Sebastian’s College, Sri Lanka	Dec 2011

CERTIFICATIONS

- Certificate in Business Accounting
 - Diploma in Computer Studies (MS Office)
 - Diploma in Graphic Designing
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LANGUAGES

- English (Fluent)
 - Sinhala (Fluent)
 - Hindi(Basic)
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CORE COMPETENCIES

- Banking Operations & Financial Transactions
- Customer Relationship Management
- Office Administration & Document Management
- Credit Exposure & Account Reconciliation
- Team Leadership & Project Management
- Regulatory Compliance & Confidentiality
- Communication & Interpersonal Skills
- MS Office Suite & Digital Tools Proficiency