



Safras Ahamed Siyanudeen

safrasahamed55@gmail.com
0545886021

Dubai, United Arab Emirates

Professional Summary

Experienced Banking Teller with 7 years of service at the Commercial Bank of Ceylon, demonstrating exceptional customer service, accuracy in transaction processing, and a strong understanding of banking products and services. Proven ability to manage high volumes of transactions while ensuring compliance with regulatory standards and maintaining meticulous attention to detail. Adept at handling cash, resolving customer inquiries, and providing efficient banking solutions in a fast-paced environment. Committed to delivering high-quality service and fostering positive customer relationships.

Work History

06/2024 - Current

Relationship Officer

Smart Union Commercial Brokerage , Dubai, United Arab Emirates

- **Client Relationship Management:** Developed and nurtured long-term relationships with a portfolio of clients, understanding their financial needs and providing tailored banking solutions.
- **Sales Target Achievement:** Consistently met and exceeded sales targets by promoting bank products and services, including loans, credit cards.
- **Product Promotion:** Conducted product presentations and demonstrations to clients, highlighting benefits and value propositions to drive sales.
- **Client Retention:** Implemented client retention strategies, leading to increased customer loyalty and repeat business.
- **Cross-Selling:** Identified opportunities to cross-sell additional banking products to existing clients, enhancing overall client satisfaction and profitability.
- **Market Research:** Analyzed market trends and client feedback to identify new sales opportunities and improve service offerings.
- **Customer Service Excellence:** Delivered high-quality customer service by promptly addressing client inquiries, resolving issues, and providing ongoing support.
- **Sales Reporting:** Prepared and presented regular sales reports to management, detailing performance metrics, sales activities, and client engagement.
- **Compliance Adherence:** Ensured all sales activities complied with banking regulations and internal policies, maintaining high ethical standards.

03/2017 - 05/2024

Executive Assistant

Commercial Bank of Ceylon, Hatton, Sri Lanka

- **Customer Transactions:** Processed a high volume of daily transactions, including deposits, withdrawals, transfers, and payments, ensuring accuracy and efficiency.
- **Cash Management:** Balanced cash drawers at the beginning and end of each shift, ensuring accuracy and resolving discrepancies promptly.
- **Customer Service:** Provided exceptional customer service by assisting clients with their banking needs, answering inquiries, and resolving issues in a timely manner.

- **Account Maintenance:** Assisted customers with opening, closing, and maintaining bank accounts, including updating personal information and explaining product features.
- **Currency Handling:** Verified and processed various forms of currency, including foreign exchange transactions, while adhering to bank policies and regulations.
- **Fraud Prevention:** Monitored transactions for signs of fraudulent activity and reported suspicious activities according to bank procedures.
- **Sales Referrals:** Identified sales opportunities during customer interactions and referred clients to appropriate bank services or products, contributing to branch sales targets.
- **Compliance Adherence:** Ensured all transactions complied with banking regulations, internal policies, and procedures, maintaining high ethical standards.
- **Record Keeping:** Maintained accurate records of transactions, account changes, and customer interactions, ensuring data integrity and confidentiality.
- **ATM Operations:** Assisted with the replenishment and maintenance of Automated Teller Machines (ATMs), ensuring operational efficiency.

Skills	<div> <div> Cash Handling & Management: Accurate processing of cash transactions, deposits, withdrawals, and balancing cash drawers daily. </div> <div> Customer Service Excellence: Providing courteous and efficient service, addressing customer inquiries, and resolving issues promptly. </div> <div> Transaction Processing: Proficient in processing checks, transfers, loan payments, and other financial transactions. </div> <div> Attention to Detail: Ensuring accuracy in all transactions and maintaining meticulous records to prevent errors and discrepancies. </div> <div> Sales & Cross-Selling: Identifying customer needs and promoting relevant banking products and services, such as savings accounts, credit cards, and loans. </div> </div> <div> <div> Compliance & Security: Adhering to banking regulations, anti-money laundering policies, and ensuring secure handling of sensitive customer information. </div> <div> Problem-Solving: Effectively resolving discrepancies, handling account issues, and assisting customers with complex banking inquiries. </div> <div> Technical Proficiency: Familiarity with banking software, point-of-sale systems, and financial databases; skilled in Microsoft Office Suite. </div> <div> Team Collaboration: Working effectively with colleagues and management to achieve branch goals and ensure smooth operations. </div> <div> Time Management: Efficiently managing tasks and ensuring all transactions and daily duties are completed within required timelines. </div> </div>
Education	<div> <div> 01/2014 - 01/2017 GCE Advanced Level , Commerce , <i>Highlands College</i>, Hatton, Sri Lanka </div> <div> <ul style="list-style-type: none"> • Accounting - Distinction (A) • Economics - Distinction (A) • Business Studies - Very Good (B) </div> </div> <div> <div> 01/2014 - 07/2014 Diploma, Information Technology , <i>Esoft Metro Campus</i>, Kandy, Sri Lanka </div> <div> <ul style="list-style-type: none"> • MS Office Suite: Advanced skills in Microsoft Word, Excel, PowerPoint, and Outlook, including data analysis, presentation design, and document management. • Database Management: Introduction to database concepts, with practical experience in managing and manipulating data using tools like Microsoft Access. </div> </div>

- **IT Fundamentals:** Comprehensive understanding of computer hardware, operating systems, and basic networking concepts.
- **Internet Technologies:** Knowledge of web browsing, email communication, and online collaboration tools.
- **IT Security Basics:** Overview of cybersecurity principles, including data protection, password management, and secure internet practices.

01/2014 - 07/2014 **Diploma, English Language, Esoft Metro Campus**, Kandy, Sri Lanka

Languages

Tamil:

Native

English:

Fluent