



Saravanan Pavalarajan

Banker

Personal

-  - Saravanan Pavalarajan
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-  - (+971) 553 723 355
-  - 28th November 1996
-  - Hindu College, Colombo.
-  - United Arab Emirates

Soft Skills

- ❖ Team player
- ❖ Proactive
- ❖ Self-learning ability
- ❖ Time management
- ❖ Problem-solving skills
- ❖ Leadership skills
- ❖ Communication skills

Language Skills

I have a good knowledge of all three languages, including writing and speaking.

- ❖ **English**
Full professional proficiency
- ❖ **Tamil**
Native or bilingual proficiency
- ❖ **Sinhala**
Professional working proficiency

Career Objectives

I am seeking an opportunity within a well-established company to leverage my skills, knowledge, and enthusiasm in a professional capacity. I aim to secure a rewarding position in the service industry, where I can continue to apply the expertise and experience, I have accumulated over the years.

Professional Terse

A banking professional with overall 09 years of expertise seeking a senior executive level position with progressive experience in strategic planning, improving operational efficiency, team building and analytical skills. Able to quickly understand complex concepts, identify and solve problems, turn ideas into logical strategies, and implement systems that optimize productivity and customer satisfaction.

Areas of Expertise

- ❖ Expertise in various departments, including Customer Service, Clearing, Gold Safekeeping, and Cash Management in banking sector.
- ❖ Good at building and maintaining strong customer relationships and providing accurate solutions.
- ❖ Highly organized, detail-oriented, proficient at completing tasks and capable of multitasking effectively in a fast-paced environment.
- ❖ Excellent organizational skills, attention to detail, and efficient task completion.
- ❖ Proven strong customer service focus, adept at addressing diverse stakeholder needs, and skilled in implementing and managing relevant KPIs.
- ❖ Specialized expertise in areas like commercial banking, retail banking, and wealth management.
- ❖ Proficiency in credit analysis, Nonperforming loans (NPA) management, and financial analysis.
- ❖ Proficient in cash operations, encompassing cash vault management, ATM servicing, and cash logistics.
- ❖ Comprehensive grasp of financial principles, including accounting, budgeting, and financial analysis, enabling effective financial resource management and strategic decision-making.
- ❖ Solid understanding of bank operations and compliance requirements.

Academic Qualifications

- ❖ Passed G.C.E. O/L and A/L.
- ❖ Diploma in Business Management.
- ❖ Completed Diploma in English.

Achievements

- ❖ Consistently achieved targets by over 100% in every month.
- ❖ Received an award for outstanding performance in the Western region for the year from the CEO of Amana Bank.
- ❖ Received an award for outstanding accomplishments from the Vice President of Retail Advances.
- ❖ Awarded for the Best Customer Service of every month and recognized as the WECARE Moment winner for the year by the CEO of Amana Bank.
- ❖ Received recognition for the bank's dedication to social and environmental sustainability.
- ❖ Featured on influential lists of outstanding bank executives in the financial sector.

Extra-Curricular Activities

- ❖ Participating in finance and banking related seminars and workshops.
- ❖ Actively providing mentorship to junior employees within the bank and participating in mentorship programs.
- ❖ Participations in Sri Lanka Mercantile Football League as a member of the Amana Bank football team.

Referees

- ❖ Mrs. Dilosha Thriyambagan
Head of Finance.
Financial Conduct Authority.
Tel – (+971) 581 732 381
Email – diloshyn@gmail.com
- ❖ Mr. Nishath Nawaz
Head of Business.
Amana Bank PLC.
Tel – (+94) 77 3850 442
Email – ops@amana.lk

Timeline

Amana Bank PLC

Dec 2016 – Mar 2025 (8 Years & 4 Months)

Banking Executive (Officer – Branch Operation)

- ✘ Accurate execution of financial and non-financial transactions within delegated authority and standard operational practices, ensuring error-free processing, approval, and high customer satisfaction.
- ✘ Safeguard the cash vault, gold vault while processing transactions to enhance security and minimize the bank's risk exposure.
- ✘ Assure the bank's financial goals and objectives are met by analyzing monthly, quarterly, and annual reports.
- ✘ Represent the bank at industry events and conferences and address both internal and external audits.
- ✘ Oversee the daily activities of the operation staffs and ensure that all transactions are processed accurately and in a timely manner.
- ✘ Begin into taking leadership responsibilities, such as supervising teams and managing branch activities.
- ✘ Stay updated about industry trends, compliance, and regulatory updates.

Junior Executive Assistant

- ✘ Experience in managing gold safekeeping and responsible for branch gold assets.
- ✘ Providing training to new team members on queues and products to ensure efficient and high-quality work performance in the queues.
- ✘ Comprehensive experience in FCY conversion, FCBU transfer, DD issuance, and local LKR pay order.
- ✘ Take responsibility for the accuracy, security, and efficiency of all cash-related processes.

Banking Assistant

- ✘ Offering solutions to diverse customer queries and possessing valuable customer service experience.
- ✘ Handling maturity requests, verifying withdrawal details, and updating customer information as per customer requests.
- ✘ Offering solutions for a range of customer queries and possessing valuable experience in cash operations while working as a teller.
- ✘ Managing outward and inward cheque clearing processes, as well as overseeing overdue recoveries.

Trainee Banking Assistant

- ✘ Engaging in interactions with personal banking customers, including account opening and closure, document review, cash transactions, processing checks and service application processing.
- ✘ Developed basic banking skills, including cash handling, customer service, and familiarity with banking products and procedures.

"I confirm that the above information is accurate to the best of my knowledge. If given the opportunity to work under your leadership, I will diligently perform my duties to the satisfaction of the management."



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