

NISHAN WIJESEKARA

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About Me

A dedicated supervisor who fulfills responsibilities accurately and completes day-to-day operations efficiently with 12 years of experience in the banking industry. Strong understanding of business management, financial best practices, and effective sales strategies to increase profit by 20%. Builds productive relationships to drive business success.

WORK EXPERIENCE

Front Line Cashier (Fore-x)
DAR Exchange, Dubai

Nov 2023 – Now

- Provide information and guidance to customers regarding products and services.
- Process inward/outward remittance transactions and processing foreign currency exchange (e.g., USD, Euro, GBP, AUD, GCC currency, etc.)
- Carry out smooth and accurate transactions within the branch.
- Ensure all activities are completed within timescales and with a high degree of accuracy.
- Manage and handle cash and ensure customer service delivery while adhering to operational controls and avoiding cash excesses and shortages.
- Extends superior customer service by attending to customer queries, complaints, amendments, and cancellations as per procedures.
- Maintain routine processing as per procedures and Central Bank guidelines are carried out concerning money laundering and other regulatory requirements.
- Maintain confidentiality and sensibility of information in accordance with the policies and procedures.
- Checking and counting cash before and after duty and ensuring the balance is correct before preparing daily reports.
- Filing track of records of transactions and customer details.
- Updating customer details in the system and accurate inputs of transactions.
- Assisting in marketing by promoting products and services.
- Processing payments through cash, online transfers, etc.
- Prepare payment and receipt voucher.

Officer In Charge / Junior Executive

Aug 2018 – Aug 2022

DFCC Bank PLC, Sri Lanka

- Monitored branch administrations and supervised the performance of branch front office staff and managed client access to safe deposit boxes, cash boxes, and bank vaults.
- Communicated with customers to achieve profitable transactions and mutual satisfaction.
- Recognized as Employee of the Month in 2020 and 2021.
- Trained and coordinated deposit mobilization staff.
- Prepared accurate reports required by upper management.
- Led a team of 3 tellers, training in upselling goals and meeting expected targets every quarter.

Senior Banking Assistant

Oct 2015 – Aug 2018

DFCC Bank PLC, Sri Lanka

- Supervised and conducted teller transactions while completing complex banking transactions for high-volume banking operations, handled LKR 100 million+ per day.
- Efficiently responded and solved customer account queries of more than 150 accounts weekly while establishing credibility with clients to create a friendly rapport.
- Executed client service in receiving and paying out money and maintaining 100% accurate personal and commercial records.
- Handled a large volume of incoming calls and emails and responded to a wide range of customer inquiries while providing excellent customer service.
- Cross-sold banking services and products to existing and prospective clients while maintaining positive customer relations to promote business.

Banking Assistant

Oct 2012 – Oct 2015

DFCC Bank PLC, Sri Lanka

- Engaged and assisted customers with banking needs via knowledge of banking products and best practices.
- Accurately record each transaction to ensure all documentation and system work was in compliance.
- Processed 250+ daily customer deposits, withdrawals, and payments.
- Recommended bank products that met the customers' requirements to increase sales by 15% in one quarter.
- Processed account transfers and opened 150+ new accounts with limited supervision and a high level of accuracy.

Front Office Assistant/ Bank Teller**May 2010 – Oct 2012****DFCC Bank PLC, Sri Lanka**

- Balanced cash drawer and ATMs, handling LKR 10 million+ daily, with 100% accuracy, zero mistakes, and attention to detail.
- Ensured customer satisfaction by connecting with account managers and loan officers to improve their customer service experience.
- Teller/cashier Functions and Customer service functions.
- Maintained the required cash and balancing currency (Till management).
- Ensured cash balances were reconciled based on the transactions.

EDUCATION QUALIFICATION:

The Institute of Bankers of Sri Lanka Certificate in Banking & Finance	2017
JMC School of Computers, Sri Lanka Diploma in Computerized Accounting	2009
Karandeniya Central College, Sri Lanka General Certificate of Education (Advanced level Examination)	2009
Karandeniya Central College, Sri Lanka General Certificate of Education (Ordinary level Examination)	2005

SKILLS:

Cash Reconciliation| Computer Literacy | Customer Relationship Management (CRM) |Customer Satisfaction|
Data Entry | Following Up | Problem Solving | Reporting | Supervisory Skills| Team Leadership | Team Management
Teamwork | MS office | Live ex system

PERSONAL DETAILS:

Name: Korlakankanamge Dilru Nishan Wijesekara
Visa status: Employment Visa (valid till 12th Jan 2026)
Passport: N5548834