


Bhagya Sewwandi Jayathissa

Banking Operations| Customer Service| Remittances

|Administration | Retail Lending | Call center | Inventory



 AUH, United Arab Emirates

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Banking professional with extensive experience of **3+** years in Branch Operations including Customer Services, All Teller Cash Functions, Retail lending, Cheque Clearings and Mentoring the Junior Staff.

Banking Assistant

Union Bank of Colombo PLC, Sri Lanka – (DEC 2019 to JULY 2022)

- Teller functions, Inward and Outward cheque clearing, Accounts opening, Front Office customer services

Cash and Teller Operations

- Handling Cash deposit & Cash withdrawal
- Interbank cheque deposit and withdrawal
- Balancing of cash on hand with the teller report and cash sorting
- Handling and posting non-cash transactions
- Monitoring the ATM cash loading, balancing and voucher pack preparation

Customer Services

- Provided strong customer service, offering advice, sharing products and services to help clients meet their financial needs.
- All type of accounts opening, closing, maintaining and issuance of debit cards.
- Completion of account opening mandates and dispatch of same to accounts maintains department on a daily basis.
- Handling western union incoming remittance operations.
- Maintain and balancing stationary stocks on monthly basis.
- Support to the branch manager and staff to lead the branch activities, public events, promotional activities and other specific programs

Cheque clearing operations

- Posting, balancing and handling current date and postdated outward cheques.
- Handling and issuing outward cheque returns.
- Monitoring the cheque deposit box on daily basis.

- Handling all past due accounts with recovery procedure, Handling customer queries and customer service
- Mentoring the Junior Staffs

Trainee Banking Assistant

Union Bank of Colombo PLC, Sri Lanka – (JUNE 2019 TO DEC 2019)

- All teller functions related to cash counters
- Inward and Outward cheque clearing
- Accounts opening (Local & Foreign currency)
- Front Office, customer service
- Areas related to Local & Foreign remittances
- Inward and Outward Foreign Exchange
- Preparation of facility papers (Corporate & Retail customers)
- Handling all past due accounts with recovery procedure

Trainee Account Assistant

Conmix Private Limited, Sri Lanka – (October 2018 TO JAN 2019)

- Balancing and handling daily ledger accounts
- Balancing and handling petty cash ledgers
- Preparing bank reconciliations and VAT schedule for tax purpose

Education

- **Cardiff Metropolitan University**
Bachelor of Science with honor in Business and Management studies.
(October 2020 – November 2021)
- **National Institute of Business Management (NIBM)**
Higher National Diploma in Business Management.
(February 2017 – February 2018)
Advanced Diploma in Business Management.
(February 2018 – February 2019)
- **The association of accounting technician of Sri Lanka (AAT)**
Diploma in Accounting and Business. (2017)
- **National Institute of Cooperative Development Sri Lanka. (NICD)**
Certificate in Computer Application Assistant. (2014)
- **British Way English Academy.**
Certificate in English Language. (2016)

Non-Related Referee

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