



DON RASIKA PRASAD ABEYSINGHE

ABOUT ME

Result oriented, adaptable, selfmotivated and multilingual customer service professional with over 15 years of experience.

CONTACT

Phone:

+971 55 9455615

Email:

donprasad2016@gmail.com

PERSONAL DETAILS

DOB : 29 May 1985
Nationality : Sri Lankan
Civil Status : Married
Visa : Residence
Driver License : 1070517
Passport No : N1429075

SKILLS

Can communicate in Sinhala, English, Hindi and Arabic. Able to work in the Microsoft windows environment with experience in using Office tools and other productivity tools.

EXPERIENCE

Customer Relationship Officer

2021 November - 2022 November

TAWASUL DOMESTIC WORKER

- Ensures outstanding customer satisfaction by maintaining strong working relationships.
- Provide proper refunds and compensation to customers on time.
- Develop and update client-related reports. Identify and develop problem - solving methodologies to resolve customer issues.
- Assist sales team in business acquisitions, planning, retention, and management.
- Maintain complete and accurate customer correspondence data.
- Managing client relationships to build a reputation for excellent service and generate repeat business.

Sales Representative

2021 June - 2021 November

HADAF AL KHALEEL COMMERCIAL SERVICES (ENBD BANK)

Identifying and selling credit cards to potential customer identifying promising prospects through cold -calling ,networking and customer referrals.
Engaging and educating customer on product usage.

Customer service executive

2015 June – 2021 June

COMMERCIAL BANK OF DUBAI TELLER

My main role was to help customers with immigration payments, issuing cheques and clearances. I had the responsibility of making sure that customers receive a satisfactory service while guaranteeing that all transactions complied with financial regulations and flagging suspicious transactions. I had to deal with customers from many nationalities and backgrounds, and my multilinguistic skills were very useful in building up relationships and providing a friendly service. I had additional responsibilities like maintaining a customer database, detecting unusual transactions and generating and closing new sales leads.

AS AN KYC ANALYST

As worked in money exchange and banking field, I have good knowledge of AML KYC analyst process. As documentation for new customer accounts, evaluates high-risk accounts and analyses new customer processes and policies. Also study market trends and observe customer behavior patterns within the organization. Customer additional data collection at CDD & EDD Levels, Suspicious Transactions Reporting, CBUAE Communications, Sanctions Screening .

**Teller/Assistant Customer
Service Officer**

UAE EXCHANGE CENTRE LLC, UAE

2005 Sep – 2015 June

- Awarded as best FX Cashier for First Quarter of 2014
- Awarded as best Customer Service Officer in NE zone.
- Handle FX, Currency booking for the entire zone for a profitable margin.
- More than five years of demonstrated work experience as a Teller with UAE Exchange Centre LL
- Analyzing the market using with various site before quotes the rates to HO, Buyers and sellers
- Contacting the head office foreign exchange and dealing room for the Funding daily basic and interchanging FC rates with them for better profit for the branch
- As a Assistance Customer Service officer I was a active listner for customers
- I was a conflict resolver whenever a problem arises.
- I was a creative person and I was a good in desicion making and was dependable.
- I was a effective communicator and had empathy towards customers .
- I was frendly towards the customers as a assistance customer officer and i gained a good knowledge about the products and services that is offerd to customers from us.
- I was an open minded person and patience person and i resolved problems everytime thaty arise by quickthinking .
- I was a quick responer to problems every time they arise.

PROFESSIONAL PROFICIENCIES

Strong inter- personal and communication skills

Ability to easily understand new concepts with minimum refractory time

High adaptability

Perseverance and Integrity to Work

Objectivity

TRAINING & WORKSHOPS:

Title	ACHIEVEMENT
Customer Service	Best practices for Customer Services
International Treasury Operations Management	Process Flow for International Treasury Management Operations.
Anti-Money Laundering	Awareness and general practices for Anti Money Laundering
FC Cashier Training	Fc Cash Handling

EDUCATION

Siddartha Collage - Colombo **G.C.E ADVANCED LEVEL**

2004 Sucessfully Completed

Siddartha Collage - Colombo **G.C.E ORDINARY LEVEL**

2001 Sucessfully Completed

Computer Hardware Eng **YOUTH ASSOCIATION CENTER NUGEGODA**

2005 Sucessfully Completed

Adobe Certified Professional **VOCATIONAL TRAINING AUTHORITY OF SRI LANKA**

2004 Sucessfully Completed

COMPUTER LITERACY

Well experienced with Windows Environment and MS Office Application (Ms word, Excel, Power Point) Tools, Operating System (Windows 95,98,2000 professional, XP and Vista). Learned computer networking with internet and e-mailing tools.

EXTRA CURRICULAR ACTIVITIES

Represented the College Rugby team in 1999/2001
Played for Inter house Soccer team and Cricket team
Member of the Buddhist College Society

REFERENCE

Available upon request