



Dinithi Silva

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PROFESSIONAL SUMMARY

Motivated banking professional possessing a strong commitment to quality customer service coupled with excellent communication skills. Builds customer loyalty by effectively resolving problems and quickly processing transactions.

SKILLS

- Cash handling expertise
- Bilingual in English & Sinhala
- Goal-oriented
- Self-sufficient
- Quick learner
- Commitment to quality service
- Adaptability & responsiveness
- Excellent time management skills
- MS Office proficient
- Creative problem solving

WORK HISTORY

BANKING OFFICER

02/2015 to 05/2023

Seylan Bank PLC | Kandana, Sri Lanka

- 04 years of experience as a teller with accuracy & speed in handling bulk cash.
- Processed daily client transactions including accounts opening, fixed deposit & cheques handling
- Proficient in handling customer queries.
- Maintained balancing record with high accuracy.
- Proficient in using computers and other office equipment.
- Achieved monthly sales goal.
- Preparing & granting cash backed loans & cash backed guarantees.
- Processed exchange and foreign currency.
- Maintained friendly and professional customer interactions.
- Trained new employees regarding account opening procedures and cash drawer handling.
- Tele verification & recovery of loans, vehicle leases.
- Cross selling products to existing customers & canvassing new customers
- Performed all duties as assigned by supervisor

EDUCATION

Diploma In Applied Banking & Finance | Banking And Financial Support Services 09/2019

Institute of Bankers of Sri Lanka, Colombo, Sri Lanka

Advance Level

2013

De Mazenod College, Kandana, Sri Lanka

Ordinary Level

2010

St. Sebastian's Balika Maha Vidyalaya, Kandana, Sri Lanka