



Lakshitha Madushanka


Team Lead- Senior Executive




Results-oriented finance professional with a decade of experience seeks a Team Lead, Senior Executive position in challenging finance industry. Proven track record of effective leadership and superior managerial expertise adept at steering teams towards peak performance, combined with in-depth knowledge of gold loan operations, aiming to drive operational excellence and contribute to organizational success.

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WORK EXPERIENCE

Team Lead

LB Finance PLC Sri Lanka

2022 - 2023

Achievements/Tasks

- Effectively led and motivated gold loan teams at Badulla and Badulla City branches.
- Provide guidance, training, and motivation to ensure team performance and adherence to company policies.
- Oversee day-to-day gold loan operations to ensure efficiency and compliance with regulatory standards & Streamline processes to enhance productivity, reducing processing time by 20%.
- Led the team to surpass targets consistently, contributing to a 15% increase in branch revenue.
- Implement risk assessment strategies, resulting in a 25% reduction in loan default rates.
- Conduct regular audits to ensure compliance with risk management protocols.
- Instrumental in expanding the gold loan portfolio, achieving a 30% increase in loan disbursements.

- Instrumental in expanding the gold loan portfolio, contributing to a 25% increase in loan disbursements.
- Implemented process optimization measures, achieving a 15% reduction in processing time and minimizing errors.
- Maintained a 100% compliance rating during audits through meticulous risk management protocols

Customer Relationships Officer – Gold Loan

LB Finance PLC Sri Lanka

2013 - 2015

Achievements/Tasks

- Develop and maintain positive relationships with gold loan customers, ensuring their needs are met efficiently.
- Assist customers in the loan application process, providing guidance on documentation accuracy & eligibility requirements.
- Manage and organize customer loan documentation, ensuring accuracy and compliance with company standards.
- Work collaboratively with the gold loan team to streamline processes and enhance overall customer experience.
- Assisted in improving the efficiency of the loan approval process, contributing to a 10% increase in approved loan applications.
- Implemented measures to improve documentation accuracy, resulting in a 10% decrease in document-related errors.
- Received recognition for effective collaboration with the gold loan team, contributing to a more cohesive and productive work environment.

Gold Loan Supervisor

LB Finance PLC Sri Lanka

2020 - 2022

Achievements/Tasks

- Manage day-to-day gold loan operations, ensuring compliance with company policies and regulatory standards.
- Overseeing gold loan operations, team activities and ensuring compliance with company policies.
- Led the team to consistently surpass performance targets, contributing to increase in branch revenue.
- Address customer queries and concerns promptly, maintaining a high level of service.
- Cultivate strong customer relationships, resulting in a 15% increase in customer satisfaction.
- Address customer queries and concerns promptly, maintaining a high level of service.
- Provide guidance, training, and motivation to the gold loan team, improvement in team productivity.

SKILLS

- Effective communication
- Strategic planning & Negotiation
- Microsoft PowerPoint
- Microsoft Word
- Microsoft Dynamics NAV
- Training and Motivation
- Portfolio Expansion
- Target Achievement
- Operational Management
- Risk Management
- Performance Metrics
- Customer Engagement
- Loan Processing Assistance
- Query Resolution

Officer in Charge (OIC)- Gold Loan

LB Finance PLC Sri Lanka

2015 - 2020

Achievements/Tasks

- Manage day-to-day gold loan operations, ensuring adherence to company policies and regulatory standards.
- maintain strong customer relationships, addressing queries.

EDUCATION & CERTIFICATIONS

- GCE AL 2013 - (Commerce Stream)
- GCE OL 2009