





PROFILE

Experienced banking professional with a successful career and proven track record in retail banking, insurance sales, business development, administration, and customer support. Able to create beneficial relationships with loan officers, financial advisors, economists, and other professionals in the field to promote customer satisfaction, identify business opportunities, and meet company revenue goals. Proactive and personal banker with over 7 years of experience in involving the community, networking, and using customer relations to acquire and maintain a client base.

 villa 19, Al Zallalah street, Al bateen, Abu Dhabi.

 +971569619067

 heshanayalinga@gmail.com

PERSONAL DETAILS

Date of Birth: 17.05.1995

Nationality : Sri Lanka

Gender : Male

Passport No : N10779145

HIRAN HESHANA YALINGA

BANKING EXECUTIVE

PROFESSIONAL EXPERIENCE

CUSTOMER RELATION OFFICER - 17.01.2024 to present
Finmart Financial Service, ABU DHABI

- Selling banking and financing product (credit card, personal loan)
- Finding new clients through visit and tele calling

JUNIOR EXECUTIVE – 05/2016 - 2023

Citizens Development Business Finance PLC, SRI LANKA

- Handling credit operations, Deposit Operations, Payment functions, Teller operation, Gold loan operations, Insurance operations, Customer service operation, KYC operation (Know Your Customer), CDD Process (Customer Due Diligence)
- I have more than 2 years experience in money exchange
- Worked as a Cashier more than 2 years.
- Credit file verifications- Pending documents – Signature pending's policy deviations- Application filling errors and updating to relevant parties
- I have more than 3 years experience in tele sales
- Maintaining a good audit report in every year
- Check all the documents and data are in line with Audit Procedures
- Update reports and communicating to sales department about day to day Updates
- Prepare Memorandums for high value corporate facilities for management approvals.
- Checking all the documents in standard level or proper manner for before the payment release.
- Auto Loan, Personal Loan, and Credit Card Operations handling.
- Update Day to Day Operation Volumes to Manager.
- Completed monthly 10MN (LKR) leasing target and achieving more than 10 credit cards per month.
- Completed annual auto loans, persona loans and credit cards targets.
- Completed monthly savings accounts and fixed deposits target.

SKILLS

- Operations, Sales and Marketing oriented.
- Ability to Develops proposals related to credit transactions and Risks based on client's Financial information's viewing through documents.
- Ability to Evaluates Clients Credit Data and information and financial statement and Understand the Risk subject to Application.
- Ability to Ensure timely and accurate Productivity reports.
- Evaluations with credit history, Credit Data, Collaterals and Approvals.
- Disbursements and Follow up Mechanisms.
- Customer Handling.

REFERENCES

1. Ms. D.D.T.A. De Alwis.
Senior Deputy Manager.
Citizens Development Business Finance PLC,
Kandy
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2. Mr. Tharindu Ranasinghe
Junior Executive
National Development Bank, Kandy
Sri Lanka
+94 773977676
tharindu.ranasinghe@ndbbank.com

Education and Training

Sri Lanka Institute of Credit Management, 2022
Diploma in Credit Management
Following Advanced Diploma in Credit Management

Youth Pollgolla, Sri Lanka, 2011
Certificate In Information Technology

SIPWAY English Academy, Sri Lanka, 2022
Diploma in English

Sri Chandananda Buddhist College, Kandy, Sri Lanka 2015
G.C.E ADVANCED LEVEL CERTIFICATE

Biology	- C
Physics	- S
Chemistry	- S

Sri Chandananda Buddhist College, Kandy, Sri Lanka 2011
G.C.E. ORDINARY LEVEL CERTIFICATE
06 Grade A Passes AND 02 Grade B Passes

KEY ACCOMPLISHMENTS

- Participated in personality development and customer relationship program in 2017 which was organized by CDB Finance PLC, conducted by Mr. Dhammika Kalapuge a leading corporate trainer and consultant.
- Participated in personality development and customer relationship Program in 2018 which organized by CDB Finance PLC, conducted by Mr. Dhananjaya Hettiarachchi a leading corporate trainer and consultant.
- Participated in credit evaluation, credit operations and recovery Program In 2020 which was organized by CDB Finance PLC, conducted by CDB credit and recovery team
- Continuesly won CDB best branch award in years of 2016, 2017 and 2018 (Silver Category)
- Won CDB best cross selling branch award in years of 2021 and 2022.
- Won CDB best contribution branch award in year of 2022.

Declaration of the Applicant

I respectfully declare that the particulars furnished by me in this application are true & correct to the best of my knowledge, I agree to bear the loss which may occur due to incomplete and/or incorrect completion of any part of this application. Further, I state that, all sections of this application completed are true and correct to the best of my knowledge.

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Date

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Signature