






Awantha Kaushalya

CONTACT

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SKILLS

- Service Quality
- Good Computer Skills
- Effective Communication
- Motivated & Proactive
- Team Management
- Leadership
- Sales & Marketing
- Listening & Patience
- Digital Literacy
- Cross-Sell Strategies
- Customer-facing Attitude
- Interpersonal Skills
- Customer-focused
- Problem-solving
- Leadership
- Team building
- Negotiating Skills
- Ms Word, Excel & PP skills
- Adaptability & Competitive
- Ethical Conduct
- Knowledge of BB Products
- Marketing
- AML/CFT

CERTIFICATIONS AND LICENSES

- AML/CFT General Awareness - Fintelekt
- Member of Institute of Bankers of Sri Lanka

LANGUAGES

English C2
Proficient

PROFESSIONAL SUMMARY

A hardworking Executive Assistant with 7 years of experience and excels in communication and handling diverse administrative tasks. Shows a history of exceeding business objectives through strategic planning and strong multitasking abilities. Flexible and highly organized, skilled in adapting to new technologies and processes. Committed to providing excellent service, ensuring client satisfaction, and promoting teamwork for successful outcomes in all responsibilities and initiatives.

WORK HISTORY

EXECUTIVE ASSISTANT 03/2019 - 03/2024
Commercial Bank of Ceylon PLC - Sri Lanka

- **Ensure the proper completion of forms**, following the company's policies, procedures, and practices, and **following all relevant AML and KYC regulations including Central Bank instructions**.
- Coordinated the acquisition of **DTAP, Motor, and Fire insurance** policies from relevant insurance companies to mitigate risks associated with retail credit products.
- Maintained regular **communication with insurance providers** to ensure timely **renewals and accurate premium payments** on a monthly basis.
- Actively participated in **retail product campaigns** aimed at promoting Housing, Leasing, and Pensionaires loan products to target audiences.
- Processed finance applications efficiently, **managing documentation** and communication throughout the process.
- Experienced in addressing finance and card inquiries, conducting detailed **system assessments for approvals, evaluating applicant creditworthiness**.
- Efficiently **processing finance applications for individuals and businesses**. Ensures regulatory compliance and prioritizes exceptional customer service.
- To **proactively participate in Learning, Development and training programmes** of the bank
- Focus on **acquiring new clients** while also capitalizing on opportunities within the existing client base
- Ensure comprehensive **understanding of all products, policies, and processes** to deliver superior client onboarding experiences

TRAINEE 03/2017 - 04/2019
Commercial Bank of Ceylon PLC - Sri Lanka

- **Open and manage** a diverse portfolio of **client accounts, including checking, Deposit, loans, and investment products**, ensuring optimal financial solutions.
- **Enrolling** customers to the **online banking app** and directing to **ATM's and CRM's**
- Handling transactions for customers, including **check cashing, deposits, withdrawals, transfers, loan payments, cashier's checks**, and opening and closing of accounts.

EDUCATION

Post Graduate Diploma: Strategic Management & Leadership, 04/2024
Metropolitan University - United Kingdom - 120 Credits

Certificate in Business Accounting: CIMA UK, 12/2017
Wisdom Business Academy - Colombo

A-Levels: Commerce, 08/2016
High School Diploma - Bandarawela

- Course of study in Accounting, Business Studies and Economics

REFERENCES

References available upon request.