





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.

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 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

Cashier

- 4 years experience in cashier
- Process customer transactions, including deposits, withdrawals, and loan payments
- Provide exceptional customer service, addressing customer concerns and inquiries
- 1 year experience in POS machine handling.
- Promote bank products and services to customers and identify opportunities to upsell
- Balance cash drawers and maintain accurate financial records
- Monitor security cameras and conduct regular checks to prevent fraud and theft
- Ensure compliance with banking regulations, including money laundering prevention and Know-Your-Customer (KYC) requirements
- Foreign currency exchange and maintaining good audit report
- Petty cash handling

Document Controller

- Credit file verifications- Pending documents – Signature pending's policy deviations- Application filling errors and updating to relevant parties
- 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 Volumesto Manager.
- Evaluate credit files with company rules and credit guidelines

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

- Facility disbursements, enhancement, changes recovery process and reschedulements process handling.
- Insurance operations handling
- Training marketing team and other junior members.
- Update the marketing team about policy changes, new document formats and new systems implements
- Preparing government documents in order for the vehicle registrations and property registrations.

Customer service officer

- Handling all Customer inquiries
- Fixed deposits and savings accounts opening.
- Handling KYC operations and CDD operations
- Issuing letters to customers such as balance confirmation, account statement, status reports, no objection letters etc.
- Handling Debi cards, credit cards and Internet banking operations
- Problem solving and Cross Selling
- Promoting new products , maintain existing client base and on-boarding new clients.
- Maintaining good audit report and archive the targets and company goals

Cash officer and acting branch operations in charge

- Monitoring every operation entries properly
- Authorise the cash transactions, pawning transactions and other banking entries.
- Maintain branch vault liquidity and guidelines to the staff.
- problem solving and introducing new policies and guidelines to the staff.
- Credit evaluation and recovery Follow up.
- Maintain branch document stocks and other items.

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
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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.
- Relationship building
- Problem solving
- Handling Cash
- MS office
- Critical thinking
- Ability to work in high pressure environment
- Communication skills
- Ability to work in a team
- Data entry

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