

KALPANI KALUGAMAGE

Address : M34, Pandulagama, Anuradhapura, Sri Lanka
Email : kalpaniekalugamage@gmail.com
Phone : +971566304830 / +94714334324



PROFESSIONAL SUMMARY

Dedicated and results-driven senior Banking Assistant with over 7 years of experience in customer relations and administration. Proven track record of providing exceptional frontline support to customers, resolving inquiries, and ensuring high levels of satisfaction. Skilled in implementing customer engagement strategies to enhance retention and loyalty. Adept at collaborating with senior team members to streamline processes and improve service delivery. Proficient in maintaining accurate records using CRM systems and analyzing customer feedback to drive service quality improvements. Strong communicator with excellent problem-solving abilities and a commitment to delivering outstanding customer experiences. Seeking to leverage extensive experience and expertise to contribute to the success of a dynamic organization.

KEY COMPETENCIES

- Negotiation Skills
- Customer Relationship Management
- Microsoft Office Suite
- CRM systems
- Recovery Management
- Financial Analysis
- Sales and Cross-Selling
- Compliance Knowledge
- Teamwork
- Interpersonal Skills
- Conflict Resolution
- Ethical Conduct
- Communication Skills
- Problem-Solving
- Adaptability
- Attention to Detail
- Time Management
- Empathy

PROFESSIONAL EXPERIENCE

Senior Banking Assistant - Customer Relation and Admin

DFCC Bank PLC, Colombo, Sri Lanka January 2017 - To Date

- Facilitated smooth customer interactions by promptly addressing inquiries and concerns via multiple channels including email, phone, and social media.
- Managed administrative tasks efficiently, including document processing, data entry, and maintaining records in compliance with banking regulations.
- Assisted in organizing and coordinating customer events and promotional activities to enhance brand visibility and attract new clientele.
- Collaborated with cross-functional teams to streamline internal processes, contributing to improved operational efficiency.
- Conducted market research and analysis to identify customer needs and preferences, providing valuable insights for product development and marketing strategies.
- Assisted in the development and implementation of customer loyalty programs, contributing to a 10% increase in customer retention rates.
- Participated in training sessions to enhance product knowledge and customer service skills, ensuring consistent delivery of exceptional service.
- Maintained confidentiality and adhered to security protocols when handling sensitive customer information and financial transactions.

Banking Trainee

Bank of Ceylon, Colombo, Sri Lanka July 2016 - January 2017

- Completed comprehensive training program covering various aspects of banking operations, including customer service, account management, and financial products.
- Assisted customers with account inquiries, transactions, and product information, ensuring a high level of customer satisfaction.

- Shadowed senior bankers to learn about loan processing, credit analysis, and risk assessment procedures.
- Participated in team meetings and training sessions to enhance product knowledge and understanding of banking regulations.
- Conducted research and analysis on market trends and competitor offerings to support business development initiatives.
- Supported branch operations by performing administrative tasks such as filing, data entry, and document management.
- Collaborated with cross-functional teams to streamline processes and improve service delivery.
- Received positive feedback from supervisors for demonstrating strong work ethic, attention to detail, and willingness to learn.

EDUCATION & CERTIFICATIONS

Bachelor of Business Administration

Rajarata University of Sri Lanka (Expected Completion Date 2026)

AAT Level 2

Association of Accounting Technicians of Sri Lanka 2014

Commercial Banking Operation Program

DFCC 2014

Diploma in ICT

IDM Nations Campus 2014

Intermediate in Applied Banking & Finance (IABF) (Completed 5 Subjects)

The Institute of Bankers of Sri Lanka 2016

Diploma in English

Rajarata University of Sri Lanka 2017

General Certificate of Education Advanced Level

Central Collage, Anuradhapura, Sri Lanka 2015

ADDITIONAL ACTIVITIES

Vice Treasurer of Sri Lanka Past Prefects Association

Provincial Coordinator of Sri Lanka Past Prefects Association

Chess: District Selection Tournament for All Island Championship - 2008

Senior Prefect of the School 2014-2015

PERSONAL DETAILS

Full name : Kalpani Erandi Kalugamage

Gender : Female

Date of birth : 15 July 1996

Civil Status : Married

Passport No : N8997009

REFERENCES

Available upon request