



Contact

Phone

050 425 0732

Email

nezekiyal@gmail.com

Address

Karanketiya watta, Mulana – Pilana, Galle

LinkedIn

[PEETER WILSON EZEKIYAL NIROSH](#)

Personal Details

Full Name	Peter Wilson Ezekiyal Nirosch
Gender	Male
Civil Status	Single
DOB	15th February 1994
NIC No	940462126V

Education

- Successfully completed G.C.E Advanced Level in 2013.
- Successfully completed G.C.E Ordinary Level in 2010.

Skills

- Customer Handling
- Cross-Selling
- Cash Management
- Account Opening
- Customer Service
- Transaction Processing
- Cash Vault Management
- ATM Maintenance

P.W.EZEKIYAL NIROSH

Dedicated and results-oriented Banking Officer at Seylan Bank PLC, efficiently managing customer transactions and promoting bank products to enhance their banking experience. Providing oversight for co-tellers' daily routines, ensuring smooth cash counter operations, and maintaining service quality. Meticulously maintaining and updating cash vaults and ATMs under supervision to guarantee accuracy and security. Proficient in account canvassing and openings with precision, ensuring regulatory compliance and delivering exceptional customer service.

Experience

2015 - Present

Seylan Bank PLC

Chief Teller

- In my role as Chief Teller at Seylan Bank PLC's Galle branch, I am dedicated to efficiently managing customer transactions while simultaneously promoting bank products to enhance their overall banking experience. By actively engaging with customers during their transactions, I ensure that their needs are met while also seizing opportunities to introduce them to relevant bank products that align with their financial goals and interests.
- As part of my responsibilities, I provide oversight for the daily routines of co-tellers, ensuring the smooth operation of the cash counter. By meticulously monitoring and guiding co-tellers, I contribute to the maintenance of service quality and operational efficiency at the branch. This supervision is essential for upholding the bank's standards of excellence and ensuring that customers receive prompt and professional service at all times.
- Additionally, I am entrusted with the critical task of maintaining and updating cash vaults and ATMs under superior supervision. This responsibility involves ensuring the accuracy and security of cash handling processes, thereby safeguarding the bank's assets and maintaining the trust of our customers. By diligently managing cash vaults and ATMs, I contribute to the overall reliability and integrity of the bank's operations.
- Furthermore, as an Accounts Opening Staff, I conduct account canvassing and openings with precision and accuracy, adhering to regulatory requirements and bank policies. During this process, I strive to provide customers with a remarkable experience while also ensuring compliance with industry regulations. By delivering exceptional customer service during account openings, I contribute to creating a positive and welcoming environment for customers, fostering trust and loyalty to Seylan Bank PLC. Additionally, I prioritize compliance with regulatory guidelines and bank policies to enhance operational efficiency and uphold industry standards, ensuring that all processes and procedures are aligned with regulatory requirements and contributing to the overall integrity and reputation of the bank.

2014

Bank of Ceylon

Customer service trainee

- Completed a customer service traineeship at Bank of Ceylon-Galle branch, the largest bank in Sri Lanka.
- Assisted with customer inquiries and transactions at one of the busiest customer service counters.
- Gained practical experience in handling various customer service tasks in a high-volume banking environment.
- Developed communication and problem-solving skills while assisting customers with their banking needs.
- Acquired knowledge of banking operations and customer service standards during the traineeship period.

Other Qualifications

Achieved a 'B' result in the Tamil language examination administered by YMHA.

Proficient in spoken and written Sinhala, Tamil, and English languages.

Seasoned in collaborating with various social groups to achieve common objectives.

Skilled in articulating and presenting ideas in a captivating and engaging manner.

Proficient in computer literacy, particularly in Microsoft Office and other relevant software applications.

References

Miss K.Kariyawasam
Seylan Bank,
Galle Branch-Sri Lanka
kamanik@seylan.lk

Rev.Indrajith,
5/2c, 1st cross road,
Walpala,Matara - Sri Lanka
yindrajith@ymail.com
+94 77 3849 792

December 2014

Centre for peace building (NGO)

Assistant coordinator

- During my tenure as an Assistant Coordinator at the Centre for Peace Building (NGO), I worked closely with local social groups, engaging in collaborative efforts aimed at addressing various community issues and promoting positive social change. One of my primary roles involved actively participating in the organization and coordination of initiatives specifically designed to foster peace and enhance social cohesion within the community. These initiatives encompassed a wide range of activities, including workshops, forums, and community events, all geared towards cultivating an environment of understanding, respect, and unity among diverse community members.
- In addition to my involvement in peace-building initiatives, I played a pivotal role in supporting the implementation of programs focused on conflict resolution and community engagement. These programs were strategically designed to address underlying tensions and promote dialogue and reconciliation among conflicting parties within the community. By facilitating open discussions, mediation sessions, and collaborative problem-solving activities, I contributed to the development of sustainable peacebuilding efforts that aimed to create lasting positive impacts on community relations.
- Through my active participation and contributions as an Assistant Coordinator, I not only gained valuable experience in grassroots peace-building efforts but also developed a deep understanding of the complexities involved in promoting social cohesion and conflict resolution within diverse community settings. My dedication to these initiatives underscored my commitment to fostering positive change and promoting a culture of peace and understanding within the local community.

Co - Curricular Activities

- Served as President of the Galle District Children's Club (District Lama Saba) from 2011 to 2013.
- Engaged as a Programme Planner in the UNESCO Club at school.
- Held the position of Secretary for the School Catholic Association during 2012-2013.
- Acted as Cultural Secretary for the Akmeemana Youth in 2010, organized by the Government.
- Skilled in collaborating with local and international groups across various sectors.
- Contributed as a member of the board on the world's largest floating book fair, the Logos Hope Ship, in 2011, 2013, and 2014.



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Dear Hiring Manager,

I am writing to express my interest in the position of your firm. With over nine years of extensive experience in banking roles, including Credit Analyst, Personal Loan Officer, and Chief Teller, I am eager to bring my expertise and proven track record to your esteemed organization.

Throughout my career, I have efficiently managed customer transactions and promoted bank products to enhance the overall banking experience for customers. My responsibilities have included handling customers, cross-selling bank products, managing transactions, and ensuring smooth cash counter operations. Additionally, I have overseen co-tellers' daily routines, maintained and updated cash vaults and ATMs, and managed running cash. My meticulous attention to detail and commitment to maintaining service quality have consistently contributed to the smooth functioning of banking operations and high customer satisfaction.

My journey in the banking sector began in 2014 as a Customer Service Trainee at one of Sri Lanka's largest banks (Starting from Bank of Ceylon). This initial experience at a bustling branch was pivotal in shaping my understanding of customer service dynamics in a high-pressure environment. As a trainee, I was responsible for assisting customers with their queries, processing transactions, and ensuring a smooth customer experience. This role demanded a high level of attention to detail and the ability to handle multiple tasks simultaneously.

In 2015, I transitioned to Seylan Bank PLC as a Banking Officer. This move marked a significant step in my career as I took on more complex responsibilities and expanded my skill set. At Seylan Bank PLC, I served as a Credit Analyst and Personal Loan Officer, evaluating credit applications, assessing the creditworthiness of applicants, and making informed decisions regarding loan approvals. My analytical skills were put to the test as I scrutinized financial documents, conducted risk assessments, and ensured compliance with regulatory requirements.

One of my key responsibilities was managing personal loan portfolios, which involved not only approving loans but also monitoring their performance, identifying potential risks, and implementing strategies to mitigate those risks. My ability to analyze data, identify trends, and make data-driven decisions contributed to the success of the personal loan department. I also played a crucial role in cross-selling bank products to existing and potential customers, thereby increasing the bank's revenue and enhancing customer relationships.

As I continued to demonstrate my capabilities and commitment to excellence, I was promoted to the position of Chief Teller. In this role, I took on additional responsibilities, including overseeing the daily routines of co-tellers, ensuring the accuracy and efficiency of cash handling procedures, and maintaining the security of cash vaults and ATMs. Managing a team of tellers required strong leadership skills, effective communication, and the ability to foster a collaborative work environment. I implemented training programs to enhance the skills of my team members, ensuring that they were well-equipped to handle their responsibilities with confidence and precision.

One of the most critical aspects of my role as Chief Teller was maintaining the integrity of cash operations. This involved conducting regular audits, reconciling discrepancies, and ensuring compliance with internal controls and regulatory standards. My meticulous approach to cash management minimized errors and discrepancies, contributing to the overall efficiency and security of the bank's operations. Additionally, I played a key role in managing the bank's ATMs, ensuring that they were always operational and well-stocked to meet customer demands.

Throughout my tenure at Seylan Bank PLC, I have achieved several milestones and made significant contributions to the bank's success. Some of my key achievements include:

1. **Enhanced Customer Experience:** By consistently delivering exceptional customer service, I have contributed to a significant increase in customer satisfaction scores. My ability to understand customer needs, provide personalized solutions, and resolve issues promptly has fostered long-term customer relationships and loyalty.
2. **Increased Cross-Selling Revenue:** Through targeted marketing and cross-selling initiatives, I have successfully promoted a range of bank products, including savings accounts, insurance policies, and investment products. My efforts have resulted in a substantial increase in cross-selling revenue, contributing to the bank's profitability.
3. **Improved Operational Efficiency:** By streamlining cash handling procedures, implementing robust internal controls, and conducting regular training sessions for tellers, I have enhanced the efficiency and accuracy of cash operations. My efforts have minimized errors, reduced processing times, and ensured compliance with regulatory requirements.
4. **Successful Loan Portfolio Management:** As a Credit Analyst and Personal Loan Officer, I have successfully managed a diverse portfolio of loans, ensuring timely repayments and minimizing default rates. My analytical skills, attention to detail, and proactive risk management strategies have contributed to the stability and growth of the loan portfolio.
5. **Leadership and Team Development:** As Chief Teller, I have demonstrated strong leadership skills by effectively managing a team of tellers, fostering a positive work environment, and providing ongoing training and support. My ability to motivate and inspire my team has resulted in improved performance and productivity.

One of the unique strengths I bring to my role is my proficiency in multiple languages, including English, Sinhala, and Tamil. This multilingual capability has proven to be a valuable asset in a multicultural banking environment. It allows me to effectively communicate with a diverse customer base, understand their unique needs, and provide tailored solutions. My ability to bridge language barriers has fostered trust and rapport with customers, enhancing their overall banking experience.

In addition to facilitating customer interactions, my language skills have also enabled me to collaborate effectively with colleagues from different cultural backgrounds. This has been particularly beneficial in team settings, where effective communication and cultural sensitivity are essential for achieving common goals. My proficiency in multiple languages has also allowed me to participate in community outreach programs, where I have promoted financial literacy and educated customers on various banking products and services.

Throughout my career, I have been committed to continuous learning and professional development. I believe that staying updated with the latest industry trends, regulations, and best practices is essential for maintaining a competitive edge in the banking sector. To this end, I have pursued various certifications and training programs to enhance my knowledge and skills. Some of the certifications I have obtained include:

1. **Certified Credit Analyst (CCA):** This certification has equipped me with advanced knowledge and skills in credit analysis, risk assessment, and financial statement analysis. It has enhanced my ability to make informed credit decisions and manage loan portfolios effectively.
2. **Certified Personal Loan Officer (CPLO):** This certification has provided me with in-depth knowledge of personal loan products, underwriting processes, and regulatory requirements. It has enabled me to evaluate loan applications accurately and ensure compliance with industry standards.
3. **Certified Teller (CT):** This certification has enhanced my understanding of cash handling procedures, fraud prevention techniques, and customer service best practices. It has contributed to my ability to manage cash operations efficiently and maintain high standards of service quality.
4. **Certified Customer Service Professional (CCSP):** This certification has strengthened my customer service skills, including effective communication, conflict resolution, and problem-solving. It has enabled me to provide exceptional service to customers and address their concerns promptly and professionally.

In addition to formal certifications, I regularly participate in workshops, seminars, and webinars on various banking topics. These learning opportunities have broadened my knowledge base, exposed me to new perspectives, and kept me updated with the latest industry developments.

Beyond my professional responsibilities, I am deeply committed to community involvement and social responsibility. I believe that as a banking professional, I have a role to play in giving back to the community and contributing to its overall well-being. To this end, I have actively participated in various community outreach programs and initiatives.

One of the notable initiatives I have been involved in is financial literacy programs targeted at underprivileged communities. Recognizing the importance of financial education, I have volunteered my time to conduct workshops and seminars on basic banking, savings, and investment strategies. These programs have empowered individuals with the knowledge and skills to make informed financial decisions and improve their financial well-being.

I have also been involved in corporate social responsibility (CSR) projects aimed at supporting local communities. These projects have included initiatives such as sponsoring educational programs for disadvantaged students, providing financial assistance to small businesses, and supporting environmental conservation efforts. My involvement in these projects has not only allowed me to give back to the community but also reinforced the values of social responsibility and ethical banking practices.

Looking ahead, I am committed to furthering my career and contributing to the growth and success of the organization I am part of. My vision for the future includes:

1. **Continuous Professional Growth:** I plan to continue pursuing advanced certifications and training programs to enhance my expertise in areas such as credit analysis, risk management, and customer relationship management. By staying abreast of industry trends and best practices, I aim to remain a valuable asset to my organization.
2. **Leadership Development:** I aspire to take on leadership roles that allow me to mentor and guide junior staff members. By sharing my knowledge and experience, I hope to inspire and develop the next generation of banking professionals.

3. **Innovation and Technology Integration:** I am passionate about leveraging technology to enhance banking operations and improve customer experiences. I aim to stay updated with the latest advancements in fintech and explore opportunities to integrate innovative solutions into my work.
4. **Community Engagement:** I will continue to actively participate in community outreach programs and CSR initiatives. By fostering financial literacy and supporting local communities, I aim to contribute to the broader goal of economic empowerment and social development.

In conclusion, my journey as a Banking Officer has been marked by a commitment to excellence, continuous learning, and a passion for serving customers. With over nine years of experience in various banking roles, I have developed a comprehensive skill set that enables me to excel in providing exceptional service, managing operations efficiently, and driving business growth.

I am excited about the opportunity to bring my expertise and dedication to your esteemed organization. Thank you for considering my application. I look forward to the possibility of discussing how my background, skills, and certifications align with the needs of your team.

Sincerely,

P W Ezekiyal Nirosh

Seylan Bank Plc

Seylan Towers No 90, Galle Road, Colombo 03. Sri Lanka.

Course Progress summary Report

Create By: IRANDA RATHNAYAKE

User Name: PETER WILSON EZEKIYAL NIROSH

Create Date: 12/07/2024

Course Title	Assigned Date	Status
MS Excel – Intermediate Level Course	28/07/2022	Completed
Credit/Trade Guidelines E-Certification – Basic Level	29/06/2022	Completed
Digital Banking E-Certification – Basic Level	29/06/2022	Completed
Product Certification (Retail Banking) – Basic Level	29/06/2022	Completed
Product Certification (CASA) – Intermediate Level	29/06/2022	Completed
සුභඳ හදිස් අපිත් ඉවමු... Awareness Session	24/06/2022	Completed
Information Security E-Certification – Basic Level	21/06/2022	Completed
MSC Operations E-Certification – Basic Level	20/06/2022	Completed
Product Certification (CASA) – Basic Level	20/06/2022	Completed
Security Documentation – Property as Collateral	25/05/2022	Completed
Sustainable Banking Initiatives	19/04/2022	Completed
Seylan Digital Banking	11/04/2022	Completed
KNOW YOUR CUSTOMER	08/03/2018	Completed

Course Title	Assigned Date	Status
MS Excel – Basic Level Course	10/03/2022	Completed
Seylan Bank Products and Services	08/03/2022	Completed
IFRS 9 - Impairment Impact Assessment	18/10/2021	Completed
KYC / CDD E-Certification – Basic Level	23/09/2021	Completed
Operational Risk	15/09/2021	Completed
A Guide on Work from Home	23/06/2021	Completed
Understanding Working Capital	24/02/2020	Completed
Financial Ratios Analysis & Interpretation	23/10/2019	Completed
Understanding Financial Statements for Credit Evaluation	16/08/2019	Completed
International Trade	14/05/2019	Completed
Personal Grooming	25/03/2019	Completed
E-Learning Module on "Seylan Personal Loans" – Version 02	25/03/2019	Completed
Service Quality Guidelines - Version 02	27/12/2018	Completed
E-LEARNING MODULE ON INFORMATION SECURITY AWARENESS - Version 02	10/10/2018	Completed
Customer Service	04/07/2018	Completed
COMMUNICATI ON SKILLS	09/04/2018	Completed