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[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,
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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.