



# VIDHURA WIJESUNDARA

## Senior Banking Assistant



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### EDUCATION

#### Master of Business Administration

University of Bedfordshire, UK  
2020 – 2021

#### Intermediate in Applied Banking and Finance (Partially Qualified)

Institute of Bankers Sri Lanka  
2021 – 2023

#### GCE Advance Level (Completed)

Ananda National College, Sri Lanka  
2015

### SKILLS

- Product knowledge
- Customer Relationship Management
- Teamwork
- Time Management
- Self-Motivated
- Effective Communication
- Problem Solving and Conflict Resolution
- Lead generating and cross selling
- Risk & Compliance
- Multi-tasking
- Digital Banking and Technology
- Remittance operations
- Sales and Marketing

### LANGUAGES

- English

### PROFESSIONAL SUMMARY

Experienced and detail-oriented banking professional with over 7 years of expertise in customer service, transaction processing, and branch operations. Proven ability to support branch managers in day-to-day tasks, maintain error-free transaction processing, and ensure customer satisfaction by adhering to timelines and service standards. Adept at promoting digital banking platforms, driving customer engagement, and maintaining compliance with regulatory requirements. Seeking to leverage my experience and skills to contribute to a customer-centric role where operational efficiency and superior service delivery are key.

### PROFESSIONAL EXPERIENCE

#### DFCC Bank PLC, Sri Lanka

Nov 2023-Sep 2024

#### Senior Banking Assistant

- Delivered exceptional customer service, professionally meeting and greeting customers, handling inquiries, and resolving issues to ensure high levels of satisfaction.
- Managed customer inquiries and complaints, reducing complaint rates from 20% to 15% by providing accurate, timely solutions and enhancing customer gratification.
- Achieved outstanding results in recoveries, contributing 10% to the institution's profitability through diligent recovery efforts.
- Ensured strict adherence to KYC, AML, Compliance policies, and internal procedures, maintaining a 100% compliance record and minimizing operational risks.
- Trained and mentored junior tellers, providing comprehensive guidance on cash handling, customer service, and compliance with internal policies and regulatory standards.
- Proactively participated in Learning & Development programs, enhancing product knowledge by 25% and staying updated on market trends to provide expert advice and support to customers.

## CERTIFICATIONS & RECOGNITIONS

- Officer In Charge certification, DFCC Bank -2024
- Branch Network Pawning Officer of the Month - November & December 2023 , March & August 2024
- Recommendation letter from CHRO for "CASA WAASI" Campaign - 2023
- CEO's Club Recognition -2021
- Special recognition award on Trust Building for Team efforts - 2017

### DFCC Bank PLC, Sri Lanka

Oct 2019-Nov 2023

#### Banking Assistant

- Processed error-free transactions efficiently, adhering to all internal policies and ensuring timely processing within agreed-upon SLAs enhancing client satisfaction by 25%.
- Dealt with foreign currency operations, providing clients with competitive exchange solutions and maintaining compliance with foreign exchange regulations.
- Managed cash operations with precision, ensuring the accuracy and compliance of all transactions with internal policies.
- Promoted and educated customers on digital banking platforms, enhancing service efficiency by 35% and driving the adoption of mobile banking solutions.
- Supported the branch manager to achieving monthly and annual targets, contributing to a 15% increase in sales through promoting and cross-selling bank products and services.
- Maintained a clean and organized workplace in compliance with office guidelines, contributing to a professional and efficient work environment.

### DFCC Bank PLC, Sri Lanka

Jun 2017-Oct 2019

#### Trainee Banking Assistant

- Led the review and verification of client documentation to ensure accuracy and compliance with all risk and audit guidelines.
- Prepared and delivered detailed reports to management on the status of mandate clearing projects, ensuring accurate data analysis, which resulted in improved decision-making and overall project success.
- Managed and maintained transaction documentation, ensuring accurate filing and transfer to the warehouse in compliance with company and AML guidelines.
- Conducted door-to-door canvassing of banking products, contributing to a 10% increase in the branch's portfolio through personalized customer outreach.
- Reduced paper usage by 30% to 20%, in line with the bank's sustainability initiatives, by implementing eco-friendly practices in daily operations.