

Chandimali Sewwandi

Teller Supervisor

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PROFILE SUMMARY

With over 05 years of extensive experience in the banking sector, I specialize in cash handling, customer service, and operational efficiency. My expertise includes managing daily cash transactions, processing foreign currency accounts, and executing inward and outward remittances. I have a strong commitment to compliance and regulatory standards, ensuring accuracy and security in all financial operations. My professional journey reflects a dedication to excellence, particularly in enhancing customer experiences and achieving corporate objectives through effective teamwork and leadership. I aim to leverage my financial insight to support and improve teller operations while maintaining the highest standards of service.

PERSONAL INFORMATION

Date of birth : 03/09/1998

Passport No. : N10273052

Nationality : Sri Lankan

Visa Type :Visit Visa(Available to join immediately)

SKILL HIGHLIGHTS

- Cash Handling & Transaction Management
- Customer Service Excellence
- Team Leadership & Training
- Regulatory Compliance
- Auditing & Discrepancy Resolution
- Communication & Interpersonal Skills
- Adaptability & Continuous Learning

EDUCATION / PROFESSIONAL QUALIFICATIONS

- **BBA**, Bachelor of Arts with Honours in Business Administration, University of Bedfordshire, UK **2024**
- **DCM**, Diploma in Credit Management ,Institute of Bankers of Sri Lanka **2023**
- **DABF**, Diploma in Applied Banking and Finance ,Institute of Bankers of Sri Lanka **2022**
- Diploma in Business Analysis & POWER BI ,Starliks Campus **2023**
- **DICT**, Diploma in ICT -UK Awards **2023**
- **DTRM** ,Diploma in Treasury and Risk Management Institute of Bankers of Sri Lanka(Reading) **2024**

MEMBERSHIP

- **AIB (SL)**,Associate Member ofInstitute of Bankers of Sri Lanka **2024**

LANGUAGES

- Full proficiency in English Language. (Reading, Writing and Speaking)

PROFESSIONAL EXPERIENCE

Teller Supervisor

July 2023 – January 2025

Sampath Bank PLC, Sri Lanka

- Supervise and train a team of tellers in proper cash handling procedures, customer service standards, and adherence to banking regulations, fostering a positive and collaborative work environment.
- Ensure accurate and efficient processing of deposits, withdrawals, loan payments, and other transactions while monitoring cash levels and vault management to maintain adequate funds.
- Resolve escalated customer inquiries and complaints promptly, enhancing customer satisfaction and retention through effective communication and problem-solving.
- Conduct regular audits of teller transactions and vault balances, identifying discrepancies and ensuring compliance with internal controls.
- Collaborate with branch management to implement operational procedures, achieve sales goals, and enhance the overall customer experience.
- Assist in opening and closing procedures, including balancing cash drawers, securing the branch, and preparing management reports.
- Stay updated on industry trends and regulatory changes to ensure compliance and mitigate risks while participating in ongoing training and development programs.

Teller

July 2019 – July 2023

Pan Asia Bank PLC, Sri Lanka

- Open and manage local currency savings and deposit accounts, ensuring compliance with banking regulations and excellent customer service.
- Process outward cheque clearings and batch transfers accurately and efficiently.
- Handle cash counter operations, maintaining accuracy in transactions and providing prompt service to customers.
- Manage foreign currency transactions and facilitate foreign draft collections, ensuring smooth processing.
- Issue debit and credit cards to customers, enhancing their banking experience.
- Oversee foreign inward remittances, ensuring compliance with regulatory requirements and efficient processing.

REFERENCES

Available upon request