



GAYAN INDIKA

OPERATIONS MANAGER



501, Xclusive Apartment, 19b street,
Dubai , United Arab Emirates



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gayanindika184@gmail.com

ABOUT ME

As a dynamic Branch Operations Manager, I bring a wealth of experience in leading teams to success through effective motivation and sharp analytical problem-solving. My expertise lies in nurturing customer relationships and making strategic decisions that propel company growth. I am keen to apply my robust training and morale-building abilities to enhance employee engagement and elevate performance within a new team, driving collective success with a focus on results.

PERSONAL DETAILS

Date of birth
13/12/1990

Nationality
Sri Lankan

Marital status
Married

LINK

linkedin:
<https://www.linkedin.com/in/gayan-indika-a77370203>

SKILLS

COMMUNICATION SKILLS

TEAM BUILDING

STRATEGIC PLANNING

LEADERSHIP

MARKETING

WORK EXPERIENCE

**CITIZENS
DEVELOPMENT
BUSINESS FINANCE
PLC - SRI LANKA**
Dec 2023 - Jan 2025

Cluster Leader Branches Operations

- Enhanced team morale and communication by implementing employee recognition programs, while actively motivating and evaluating personnel performance.
- Effectively recruited, hired, and trained crew members in customer relations and service excellence.
- Consistently met tight deadlines by delivering on key objectives.
- Rapidly acquired and applied new skills to streamline daily operations, boosting efficiency and productivity.
- Leveraged critical thinking to analyze challenges, assess solutions, and drive informed decision-making.
- Fostered clear and effective communication between unit staff and leadership, minimizing miscommunications and missed deadlines.
- Led day-to-day operations by executing strategic initiatives to fulfill business plans and drive profitability.

**CITIZENS
DEVELOPMENT
BUSINESS FINANCE
PLC - SRI LANKA**
Oct 2019 - Dec 2023

Branch Operations & Customer Relations In Charge

- Managing the branch's operation team to deliver effective financial service to clients.
- Responsible for setting up the work flow process for branch operations, and taking necessary measures to smooth operation.
- Coordinated with cross-functional teams to ensure customer satisfaction.
- Evaluated staff performance, identifying areas for improvement.
- Trained new employees in aligning their roles to company's objectives and goals.
- Ensured compliance to regulations whilst maintaining quality standards in service delivery.
- Carried out day-to-day duties accurately and efficiently with Improving customer satisfaction by managing relationships efforts.

**CITIZENS
DEVELOPMENT
BUSINESS FINANCE
PLC - SRI LANKA**
Sep 2018 - Oct 2019

Branch Credit Officer(Second Officer)

- Collaborated with management to evaluate credit strategies and develop improvements.
- Oversaw reporting, documentation and recordkeeping requirements for department.
- Verified application and account details to accurately assess credit and financial risks of potential clients.

LANGUAGES

SINHALESE

ENGLISH

EXTRA-CURRICULAR ACTIVITIES

WORKSHOP ON PERSONALITY DEVELOPMENT CONDUCTED BY EASTERN UNIVERSITY OF SRI LANKA
MAY 2015

TRAINING ON ENTREPRENEURIAL SKILLS DEVELOPMENT CONDUCTED BY EASTERN UNIVERSITY OF SRI LANKA
MAY 2015

CSR PROJECTS CONDUCTED BY CDB FINANCE PIC
AUG 2017 - JAN 2025

REFERENCES

MR.NADUN SOORIYAARACHI (SNR MANAGER- BUSINESS OPERATIONS)
CDB Finance PLC, 123 Orabipasha Mawatha, Colombo, Sri Lanka
T:(+94) 7382 2174
E: nadun.sooriyaarachchi@cdb.lk

MISS.HANSIKA SUJANI NAWARATHNE (SNR MANAGER-BRANCH OPERATIONS)
CDB Finance PLC, 123 Orabipasha Maratha, Colombo, Sri Lanka
T:(+94) 768699695
E: hansika.nawarathne@cdb.lk

CITIZENS DEVELOPMENT BUSINESS FINANCE PLC - SRI LANKA
Aug 2017 - Sep 2018

BAKERTILLY EDIRISHINHA & COMPANY - SRI LANKA
Jun 2015 - Jun 2016

EDUCATION

EASTERN UNIVERSITY OF SRI LANKA
2018

INSTITUTE OF CHARTERED ACCOUNTANTS OF SRI LANKA
2017

SIRIPURA CENTRAL COLLEGE, SRI LANKA
2011

SIRIPURA CENTRAL COLLEGE, SRI LANKA
2006

- Reduced risk by assessing the creditworthiness of potential clients.
- Managed portfolio of loans to maintain profitability and reduce loss exposure.
- Facilitated timely payment collections, improving cash flow management.
- Provided training sessions to new hires, enhancing overall team performance.

● Management Trainee

- Assisted established management staff with operational oversight, business development, and process improvement strategies.
- Assisted in organizing and overseeing assignments to drive operational excellence.
- Learned about customer's financial needs, established trust, and optimized sales opportunities resulting in quality customer service.
- Trained customers on use of banking website and mobile apps & followed up on customer complaints and provided solutions to enhance customer satisfaction.

● Audit Trainee

- Carry out audit programs according to approved audit programs.
- Carry out documents of the fieldwork accordance with quality standards & draft reports for leader of audit team.
- Examined Balance sheets and Profit and Loss Accounts, identifying risk or problems and assess the company's general reporting systems.

● Bachelor of Business Administration(Special)

Successfully completed BBA(Special) degree

● Certified Business Accountant(CBA)

Successfully Completed CBA level of Chartered Accountancy

● G.C.E Advance Level Examination

● G.C.E Ordinary Level Examination