**PERSONAL PROFILE**

FULL NAME : MR.CHEMBAPODY RATHEESHAN

N.I.C : 910633511V

D.O.B : 03/03/1991

Marital status : single

Address : No.31/1 ‘A’ Urani lane, Periya Urani, Batticaloa.

Telephone : 0715798812, 0752824532
Email : ratheeshan1991@gmail.com

**PROFESSIONAL PROFILE**

A well-presented, efficient and trustworthy individual with over five years experience of working in a busy banking environment. Possesses valuable experience of working with customers, able to focus on their needs and finding the best plan available, keeping up to date with all banking developments. With excellent communication skills, both over the phone and face to face, I am able to deal with inquiries easily and finding solutions. I am able to be exceptionally accommodating and understanding while remaining focused and working to tight deadlines. A high level of motivation and a good work ethic has enabled me to meet targets and see tasks through to the end, helping the customer as much as possible.

**KEY SKILLS &EXPERTISE**

• Experience in customer care, interacting with all customers and colleagues well
• Excellent problem-solving skills, and a diligent follower of policies & procedures
• Able to work productively and instinctively with good initiative
• Reliable, trustworthy and an excellent understanding of information and confidentiality
• Confident in communicating and presenting at all levels
• Ability to seek advice regarding finance/mortgage to ensure the customer receives the best service
• Experienced at working under pressure, remaining calm and professional at all times

**CAREER SUMMARY**

**2012 – 2014: Business Promotion Trainee @ HDFC Bank of Srilanka**

Key Responsibilities:

• Canvassing new customers to open savings accounts and encourage them for deposits and also canvass existing customer for placing FDs and guiding them for suitable loan sachems when they needed.

• Directly deal with customers and get their suggestions and provide them best class customer service

**2014 – 2016 : Banking Assistant Union Bank of Colombo PLC**

 **(Teller, Customer service, Credit assistant)**

Key Responsibilities:

• Responsible for dealing with all banking transactions, ensuring accuracy of a till
• Able to deliver an exceptional customer service, processing transactions smoothly and professionally
• Attention to detail, taking responsibility to carry out checks for any fraudulent activities
• Experienced in engaging customer with polite conversation, up-selling at the right opportunity
• Able to fully concentrate on the customer and their needs, regardless of possible distractions

• Having good knowledge in credit procedures and recoveries as well

**2016 – 2019 : Senior Banking Assistant (Officer Grade) Nations Trust Bank PLC**

**(Back office works and guiding TBA BAs in prompt way, Ensure the operation work standard and targets)**

* Responsible for dealing with all banking transactions, ensuring accuracy of operation works and customer feedback on customer services.
* Authorizations and back office work completion and maintaining the standard at all times.
* As an officer guides my juniors on their prompt work and full fill their cross selling individual targets on time.

**EDUCATION ANDQUALIFICATIONS**

|  |
| --- |
| O\L Results (2007) Index - 74697544 |
| Subjects | Grade | Subjects | Grade |
| SCIENCER.CSO.STUDYHE.SCIENCETAMIL .LITT | CACCS | INF.&COM.TAMILMATHSENGLISHDEV.STUDY | ABCAS |

|  |
| --- |
| A\L Results (2010)Index-6459978 |
| Subjects | Grade |
| BUSINESS STYACCOUNTINGECCONOMICEnglish | SSSC |

**PROFESSIONAL QUALIFICATIONS &DEVELOPMENTS**

* **Dip. in Java programming**
* **Distinction pass in Subject of ICT in G.C.E O/L Examination-Dec.2007**
* **Completed The Seminar – Workshop on Media and Communication**
* **Certificate of Achievement for Successfully completing JA Company Program TM**
* **Completed Dip .in .professional English course at BCAS batti campus.**
* **Following BBA External Degree program @ South Eastern University since 2015**
* **Having ability to make pleasant relationship with others and Having efficient Communication skills**
* **Identifying needs and being able to address them for the customer**
* **Participated to indoor Lean six sigma program and passed the examination and now able to do such lean six sigma projects.**

**FURTHER SKILLS**

IT Proficiency: Word, Excel, Power point, Internet and Email

Good knowledge of management software and usage of its tools
Languages: Tamil - Writing, Reading & Speaking - Excellent

Sinhala - Writing - Average, Reading & Speaking - Very Good

English - Writing, Reading & Speaking - Excellent

**INTERESTS AND ACTIVITIES**

Currently include: Singing, playing and driving

**Non - Related Referees**

1. **Mr**.E.Gowtham

Branch Manager – Union Bank PLC

No.03 Station road,

Batticaloa.

T.P : 0766663464

2. **Mr.N.Aravindakumar**

Branch Manager – HNB bank PLC Maruthamunai Branch

Maruthamunai, Batticaloa.

T.P : 0779185900

\* *REFERENCES ARE AVAILABLE ON REQUEST*