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| W I NATHALI  [***Winathali.337367@2freemail.com***](mailto:Winathali.337367@2freemail.com) | **Banking Assistant**   Two Years and 7 months Experience in Banking Industry |
| Polished, professional Banking Assistant -   * Two years of experience providing customer support in busy work environments . * An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty. * Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes. |
| Experience |
| Banking Assistant  Nations Trust Bank PLC May 2014 -- Till Today  Handle Cash related transactions ,customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers and customers, repair trust, locate resources for problem resolution and design best-option solutions. Daily operations and consumer affairs.  **Key Accomplishments:**   * Managed a high-volume workload within a deadline-driven environment. Resolved an any given inquiries in any given Time frame and consistently met performance benchmarks in all areas (speed, accuracy, volume). * Helped company attain the highest customer service ratings (as determined by external auditors) -- earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness. * Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations. * Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity. |
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| Education |
| WP/NG MARY IMMACULATE CONVENT Sat for G.C.E. (A/L) examination in year 2012  Results as follows;  **Subject** **Grade**  Business Studies B  Economics B  Accounting C  Gen. English C BUSINESS MANAGEMENT SCHOOL (BMS)( <http://bms.lk/index.html> )Certificate in Business Management - Complete ` Graduate Diploma in Management – Ongoing |
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