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| W I NATHALI ***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.
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| Experience |
| Banking Assistant Nations Trust Bank PLCMay 2014 -- Till TodayHandle 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 2012Results as follows;**Subject** **Grade** Business Studies BEconomics BAccounting CGen. English CBUSINESS MANAGEMENT SCHOOL (BMS)( <http://bms.lk/index.html> ) Certificate in Business Management - Complete` Graduate Diploma in Management – Ongoing  |
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