****

**Don Darshana Nuwan Rajapaksha Senadipathi**

**No: L/6 Soysapura,Mortuwa,Sri Lanka**

**Contact No : 055-9351599**

**Email : dondarshana99@gmail.com**

**OBJECTIVE**

Capable of adapting to a new environment, interested to learned new things and extremely fast learner. I am also an outgoing person hardworking and can be seen dedication to work assign to me. I can be a part of growing company and to concentrate my efforts towards the growth of the company and my career.

**WORKING EXPERIENCE**

**Factoring Assistant (Marketing Commercial Leasing & Finance PLC**

**(15/06/2015 to 23/01/2017)**

* Preparing all type of marketing related reports and me performance report, target vs. utilization reports of marketers (weekly).
* Preparing Branch portfolio and Marketer wise (factoring) performance report (monthly).
* Helping to marketers by way of analyzing bank statements, preparing files up to certain level & systemize the facilities.
* Preparing credit proposals of the branches (MTR) where a factoring marketer has not been allocated
* Coordinate with branches and other departments about not approved/approved marketing files.
* Handling stationery (ordering & maintaining) & send application to relevant branches.
* Circulate approved CAF copies to the marketer and relevant branches.
* Send scanned documents of urgent files to documentation division to prepare legal documents.
* Maintaining broker’s files and prepare broker commissions.
* Getting signatures in legal documents & represent the company when signing mortgages
* Preparing presentation including marketing performance, branch performance for regional manger meetings.

**Accounts Executive (Softlogic holdings PLC)**

**(01/10/2013 – 23/05/2014)**

* Handling Imports-opening Letter of Credit (L.C) documents, Processing of Telegraphic Transfers (T.T) and other payments instruments.
* Handling company insurance (Evaluating & arranging insurance covers for fixed assets, stock –in –trade, imports & etc.)
* Preparation of monthly bank reconciliation.
* Reconciliation of intercompany accounts.
* Handling the Company Bank guarantees & Bid Bonds.
* Reconciliation of bank accounts & preparing journal entries every month.
* Preparing schedules, reconciliations & Audited final accounts for annual audits.

**Customer Service Executive (Softlogic Holding PLC)**

**(28/09/2012 to 30/09/2013)**

* providing help and advice to customers using company products or services;
* communicating courteously with customers by telephone, email, letter and face to face;
* investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by customer service assistants;
* handling customer complaints or any major incidents, such as a security issue or a customer being taken ill;
* issuing refunds or compensation to customers;
* keeping accurate records of discussions or correspondence with customers;
* analyzing statistics or other data to determine the level of customer service which we providing;
* producing written information for customers, often involving use of computer packages/software;
* writing reports analyzing the customer service that we provides;
* developing feedback or complaints procedures for customers to use;
* developing customer service procedures, policies and standards for our company or department;
* meeting with other managers to discuss possible improvements to customer service;
* being involved in staff recruitment and appraisals;
* training staff to deliver a high standard of customer service;
* leading or supervising a team of customer service staff;

**2011to 2012 –Nation Trust Bank Customer Service Assistant**

* Understand customer requirements so as to provide appropriate clarifications and solutions.
* Maintain and update customer documentation as needed.
* Route and direct customer requests to appropriate personnel.

**EDUCATION**

* Passed all 4 subjects of G.C.E Advanced Level Examination (Commerce Stream) in 2010 (Sinhala medium) at Prince of Wales College, Moratuwa.
* Passed all 8 subjects of G.C.E Ordinary Level Examination in 2007 (Sinhala medium) with Credit pass for English obtained in One sitting at Prince of Wales College, Moratuwa.

**PROFESSIONAL QUALIFICATIONS**

* Successfully completed the **Certificate of Banking and Finance Course** at Institute of Bankers of Sri Lanka.
* Followed a **Computer Hardware Course** in Industrial Development Authority Western Province combine supra vocational training & career guidance institute.
* Followed a Diploma in Computer Studies in British Informatics of Computer Technology in 2012. **(MS Word,Excel,Access & Power Point ,Email & Internet)**

**EXTRA CURRICULAR ACTIVITIES**

* Senior Prefect of Prince of Wales College, Moratuwa.
* Team leader for the 2007 Foot Ball Team and Participated for the District level Tournaments and Achieved Awards.
* Member of School Swimming Club.

**PERSONAL DETAILS**

* Full Name : Don Darshana Nuwan Rajapaksha Senadipathi
* Date of Birth : 14-04-1991
* Gender : Male
* Passport No : N3182398
* Marital Status : Single
* Nationality : Sri Lankan

I assure you that I shall discharge the duties entrusted to me to the best of my ability and to your complete satisfaction. I do here by certify that the above particulars are true and accurate to the best of my knowledge.

D.D.N.R.Senadhipathi