**

*Ishara*

*Ishara.349520@2freemail.com*

**Banking Assistant /**

**Senior Tele Banking Agent**

**Nations Trust Bank**

**Colombo**

**OBJECTIVE**

“Achieving professional goal by seeking a challenging position in an international organization to contribute its growth, efficiency and profitability, whilst adapting to the company culture and guide lines to build a sustainable long term relationship”

**HIGHLIGHTS**

Diploma in information technology - Gateway International.

Certified in Professional English -

First certificate of English (FCE) / Cambridge Advance English (CAE)

Employed in Recoveries Department, as a **Banking Assistant and Senior Tele Banking Agent** – NATIONS TRUST BANK.

Worked as a **Recovery Officer and Personal Assistant** - SRI LANKA TELECOM PLC – (Finance department, recoveries –region & metro).

Worked as an **Accounts Assistant / Teller** at B.O.C TRAVELS.

An enthusiastic energetic personality.

Ability to work under pressure.

**PERSONNAL INFORMATION**

**Marital Status :** Married

**Religion :** Roman Catholic

**Nationality :** Sri Lankan

**Language Known :** English, Sinhala

**Visa Status :** Visit (Expires on 11/5/2017)

 Immediate Joining preferred

**EDUCATIONAL QUALIFICATIONS**

**EDUCATION DEPARTMENT OF SRILANKA**

General Certificate of Education (Advance Level) August 2012

(**Qualified for the University**)

BUISNESS STUDIES **B**

ECONOMICS **B**

ACCOUNTING **C**

General Certificate of Education (Ordinary Level) December 2009

ROMAN CATHOLIC **A** SCIENCE & TECHNOLOGY **C**

MATHEMATICS **C** ARTS **C**

BUSINESS AND ACCOUNTS **B** LANG & LIT (SINHALA) **C**

HOME ECONOMICS **B** HISTORY **S**

ENGLISH  **B**

**PROFESSIONAL QUALIFICATIONS**

* Certified in Professional English-

 First certificate of English (**FCE**)/Cambridge Advance English (**CAE**)

***Catholic Education office - Archbishops House***

* Holding a diploma in Information Technology

***Gateway International.***

* Following a certificate course in Banking & Finance

***Institute of Bankers of Sri Lanka (IBSL)***

**PROFESSIONAL EXPERIENCE**

* Sri Lanka Telecom PLC – September 2013- March 2014

As a **Recovery Officer** at Sri Lanka Telecom PLC Head Office, Finance Department.

Accountabilities

Customer care function and customer handling

Debt collector files issuing and Recovery database data updating

Customer arrears verification and updating excel sheets

Customer Payment Plans creating

Preparing Mediation Board notice letters

Profiling arrears customers and issuing detailed files

Assisting to Administrative work

* Bank Of Ceylon Travels - April 2014 – September 2014

As an **Accounts Assistant cum Teller** at Accounts Department

Accountabilities

Handling main cash and petty cash

Balancing Cash and updating the system and excel

Issuing payment receipts

Checking and updating Bank statement

Checking Branch accounts and Coordinate with branches

* Nations Trust Bank – October 2014 to November 2016

As a **Banking Assistant & Senior Tele Banking Agent** at Collections Department.

Accountabilities

Customer care functions and customer complaints, requests handling

Telephone banking assistance

Recovery database Updating via **APPLY V4** Banking System

Debt Collecting and mailing letters to customers

Updating customers about the Central bank CRIB reports

Achieving Individual and team targets for recoveries

I the applicant confirm that the above information is true and accurate. In the event of me been offered the above post in your esteemed establishment, I assure you of my honest and diligent service at all times.

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 Signature Date