



LAVANYA KODAGODA

Banking Assistant Grade II

About Me

Experienced and detail-oriented Banking Assistant with a strong track record in customer service and administrative support within the financial sector. Adept at handling cash transactions, addressing customer inquiries, and ensuring strict compliance with banking regulations. Proficient in various banking software and systems, with a keen commitment to accuracy, confidentiality, and operational efficiency. A proactive team player with excellent communication and problem-solving skills, dedicated to delivering a seamless and positive banking experience for clients.

Experience

Banking Assistant Grade II, Seylan Bank PLC., Sri Lanka 2018 - 2025

- Efficiently assist customers with inquiries, account maintenance, and transaction processing.
- Knowledgeably provide information on a wide range of banking products and services.
- Accurately process routine banking transactions including deposits, withdrawals, and transfers.
- Ensure meticulous handling of cash and financial instruments to maintain accuracy.
- Diligently maintain precise records of customer transactions and interactions.
- Expertly manage cash transactions with thorough counting and currency verification.
- Resolve customer issues and discrepancies with a focus on satisfaction and retention.
- Proactively identify and capitalize on opportunities to upsell and cross-sell banking products.

Intern, Hatton National Bank, Sri Lanka 2015 - 2016

- Engaged with clients to resolve inquiries and deliver high-quality customer service.
- Executed routine banking transactions, enhancing operational efficiency.
- Mastered banking platforms through hands-on experience with transactional systems.
- Proficiently managed data entry in banking software and CRM databases.
- Collaborated with loan officers to streamline loan application processes.
- Conducted thorough review and verification of loan-related documentation.

Contact

+974 71 057 417

lavanyakodagoda@gmail.com

Ain Khalid, Doha, Qatar

Education

2013

Sri Lanka
General Certificate of Education
(A/L)

2010

Sri Lanka
General Certificate of Education
(O/L)

Skills

Communication Skills

Interpersonal Skills

Problem-Solving

Attention to Details

Patience and Empathy

Time Management

Technology Proficiency

Sales and Cross Selling

Positive Attitude

Language

English (fluent)

Sinhala (native)