

OLIVIYA JEESHAN

Hanover Square JVC, United Arab Emirates,

oliviyaj07@gmail.com 971527327503

SUMMARY

Dedicated to enhancing organizational learning at ENBD by designing training programs that empower employees and drive operational excellence. Leveraging over six years of process expertise to streamline workflows, elevate customer experience, and foster professional growth through impactful learning solutions.

EXPERIENCE

❖ Learning and Development Specialist, Emirates NBD, UAE May 2024 — Current

Dubai, UAE

Expertise in crafting and implementing engaging training programs for Account Opening, Account Maintenance, Periodic Review, and Quality Assurance.

- **Designed and delivered** engaging training programs, including eLearning, workshops, and multimedia content for diverse learning styles.
- **Identified skill gaps** through data-driven training needs analysis (TNA) and shaped targeted learning interventions.
- **Evaluated training effectiveness** using assessments, feedback, and performance metrics, refining programs based on Kirkpatrick's model.
- **Led end-to-end onboarding** for new hires, ensuring smooth integration, enhanced retention, and early performance.
- **Collaborated with stakeholders** to align training initiatives with business goals, providing insights through regular reporting and analytics.

❖ Senior Processor, Online Banking, Emirates NBD, UAE Mar 2018 — May 2024

Dubai, UAE

Deliver top-tier customer service for Electronic Banking products, including online banking, mobile banking, and E-Statements, ensuring seamless support for both consumer and business clients, as well as Retail departments.

- Boosted customer satisfaction for online and mobile banking services.
- Delivered expert support to consumer, business, and retail clientele.
- Processed, verified, reconciled transactions ensuring compliance.
- Enhanced accuracy and policy adherence in electronic banking.

❖ Customer Service Executive. [CDD], HSBC - Colombo, Sri Lanka Jul 2015 — Oct 2017

Colombo, Srilanka

Spearheaded the development and maintenance of a comprehensive risk assessment framework focusing on products, services, clients, and money laundering issues, ensuring robust compliance and security.

- Crafted risk assessment framework for products/services
- Maintained compliance with AML regulations
- Recorded and monitored high-risk customer activities
- Ensured AML compliance across all product/service segments

❖ Customer Service Specialist, Medigain Jun 2012 — Jul 2015

Colombo, Srilanka

Collaborated with a support team to deliver high-quality, customer-focused professional services, including updating the practice management system with payment and denial information from EOBs, ERAs, patient payments, and insurance correspondence.

- Achieved data accuracy in updated practice management systems
- Efficiently managed EOB and ERA updates for claims
- Enhanced team service delivery with customer-focused strategies
- Contributed to streamlined insurance correspondence processes

EDUCATION

❖ University of West Scotland 2019 — 2022
BBA, Global Business Administration United Kingdom

❖ London Business School 2010 — 2011
Diploma - Human Resources Sri Lanka

SKILLS

Needs Analysis & Assessments ❖ ❖ ❖ ❖ ❖ Training Delivery ❖ ❖ ❖ ❖ ❖
Instructional Design ❖ ❖ ❖ ❖ ❖ Team Player ❖ ❖ ❖ ❖ ❖

CERTIFICATIONS AND LICENSES

- Train The Trainer Certification | Simfotix Professional & Management Development Training Dubai, UAE
- Mental Health Facilitator | The light house arabia Dubai, UAE

REFERENCE

Reference available upon request