



POORNIMA WIJESINGHE
BSC HON (BANKING AND FINANCE)
SENIOR BANKING ASSOCIATE

PROFILE

I am a great team player who also have good communication skills. Dedicated and trustworthy person with high integrity and will always maintain confidentiality. Throughout my career in the banking sector for more than 15 years I have had the opportunity to gather a great deal of knowledge and expertise in branch operations, credit evaluation, contact centre and underwriting. At present I am in UAE looking for career prospect in UAE.

CONTACT

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ACTIVITIES AND INTERESTS

Reading * Listening to Music *
Travelling

EXPERIENCE

SENIOR BANKING ASSOCIATE / HSBC SRI LANKA / UNDERWRITING SERVICES

NOVEMBER 2018 – SEPTEMBER 2022

Conduct credit Evaluation for retail customers (Mass, Advance, Signature and Premier) for limit enhancements, Limit decrease, Upgrades or Downgrades of credit cards and provide recommendations to an underwriter. Handling corporate card limit loadings. Training new recruiters for the team. Awarded with Best performer in the 4th Quarter 2019. Awarded with Best performer in 2nd Quarter 2021. Awarded with Best performer in 1st Quarter 2022.

BANKING ASSOCIATE / HSBC SRI LANKA / CONTACT CENTRE

SEPTEMBER 2011 – NOVEMBER 2018

Support and handle different HSBC proposition accounts. Such as Mass customers, Advance customers, Signature customers and HSBC Premier portfolio. Help customers who require assistance related to their account or credit card maintenance, product information and other banking queries through inbound calls and resolve customer issues under first contact resolution. Complaint handling. Bank awards 2016 and 2017. Top performer for three consecutive years 2015, 2016, 2017.

BRANCH ASSISTANT / PEOPLES MERCHANT PLC / LEASING

JANUARY 2009 – SEPTEMBER 2011

Assist visiting customers at the branch simultaneously performing Teller functions, bank account reconciliation and maintenance of branch related Documentation.

COMPUTER TYPIST / MANAGEMENT AND LINK PLACEMENT SERVICES / CREDIT

FEBRUARY 2006 – DECEMBER 2008

Generating Terms and Conditional Bonds, Guarantees Bonds and Offer letters. Providing customer service under the loans. Department and to clients via phone, fax and E Mail.

EDUCATION

BACHELOR OF SCIENCE (HON) IN BANKING AND FINANCE

NORTHUMBRIA UNIVERSITY NEW CASLTON UK - JUNE 2019

GRADUATE DIPLOMA IN MANAGEMENT

PEARSON EDUCATION LTD UK - NOVEMBER 2017

KEY SKILLS AND CHARACTERISTICS

Strong interpersonal and communicational skills * MS Office package * Ability to work collaboratively * Complaint Handling * Credit Analysis * Customer service oriented * Strong team player * Contact Centre agent