



RIDMI UMANGA JAYASUNDARA

CONTACT



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SKILLS

- Customer Service Excellence
- Microsoft Excel
- Microsoft Word
- Microsoft Power point
- Operational Focus & Efficiency
- Team Leadership and Collaboration
- Performance Management
- Sales and Marketing Management
- Month – end close Process
- Audit Procedures

PROFILE SUMMARY

Eager to leverage a 6 Years and 11 months finance background with expertise in Documentation, account handling (savings and fixed deposit) and financial statement preparation.

CORE COMPETENCIES

- Exceptional customer service skills with strong leadership and administrative skills
- Well versed in budgeting, leading a team, and excelling under pressure situations
- Excellent analytical skills to understand customers' problems and solution requirements
- Strong written and verbal communication skills to interact with various stakeholders
- Highly organized with ability to handle multiple tasks simultaneously in diverse settings
- Proficient with computer systems and MS Office suite (Word, Excel, PowerPoint)

PROFESSIONAL EXPERIENCE

LB FINANCE PLC – KANDY AND GELIOYA BRANCHES. SRI LANKA 2017– 2022

- As a Documentation officer from 2017 to 2020 and junior executive from 2021 to 2022 in the Recovery Department.
- Sending to customers their loan arrears reminding letters and Final notice.
- Customer payment checks system update and acknowledge.
- Daily and monthly region Ratio data analysis.
- Clear and understanding data output presentation creator at internal financial meetings.

LB FINANCE PLC – PILIMATHALAWA BRANCH. SRI LANKA 2022 -2024

- As a junior executive in Fixed Deposit department.
- Achieve the execution Fixed Deposits, effectively managing cash withdrawals of approximately Rs. 5.5 million monthly.
- Participated in the development of financial statements, ensuring rigorous checks and balances resulted in audit-ready reports.
- Supported the finance team in achieving financial target with new Fixed Deposit customers.
- Addressed customer complaints or concerns in a timely manner, resolving issues effectively and maintaining customer satisfaction.

EDUCATION & CERTIFICATION

- General Certificate of Advanced level – Swarnamali Girl's College Kandy , Sri Lanka 2016
- Basic ICT skills – University of Peradeniya 2015
- Foundation course in Human Resource Management – National Institute Of Business Management 2016
- Advanced Certificate Course in Human Resource Management - National Institute Of Business Management 2016 -2017
- Job Training Program as a Bank Assistant – Nexgen Campus 2018 -2019