



AKILA DISSANAYAKA

PROFESSIONAL SUMMARY

Results-driven and detail-oriented Business Administration graduate specializing in Human Resource Management, with progressive experience in banking operations, customer service, inventory management, and administrative support. Demonstrates strong analytical, organizational, and interpersonal skills with a proven ability to maintain operational efficiency, ensure compliance, and support business objectives. Experienced in handling customer relations, financial administration, inventory control, and cross-functional coordination. Currently pursuing professional qualifications in Banking and Accountancy to further strengthen financial and business expertise. Committed to delivering excellence, fostering teamwork, and contributing to organizational growth in a professional executive capacity.

PERSONAL INFO

NIC : 953273489V
DOB : 22.11.1995
GENDER : Male
NATIONALITY : Sri Lankan

SOFT SKILLS

MULTITASKING
ADAPTABILITY
ANALYTICAL
TEAMWORK
ETHICS
PROBLEM-SOLVING
TIME MANAGEMENT

LANGUAGES

ENGLISH - FLUENT
SINHALA - NATIVE

CONTACT INFO

 **Phone:**
+94762170691

 **Email:**
anddissanayaka3@gmail.com

 **Address:**
Liyanage Waththa, Borala,
Weligama, 81700, Sri Lanka

AREAS OF EXPERTISE

- Banking Operations
- Financial Administration
- Inventory Control
- Human Resource Administration
- Administrative Coordination
- Regulatory Compliance
- Operational Efficiency
- Report Preparation
- Event Coordination
- Customer Relationship Management
- Branch Operations Support
- Stock Management
- Employee Relations
- Records Management
- Documentation Control
- Process Improvement
- Data Management
- Business Communication

WORK EXPERIENCE

JUNIOR EXECUTIVE | AUGUST 2024 – MAY 2026

Sampath Bank PLC, Matara, Sri Lanka

Duties & Responsibilities

- Delivered professional customer service while maintaining high service standards and customer satisfaction.
- Assisted customers with banking transactions, account-related inquiries, and service requests.
- Ensured compliance with banking regulations, internal policies, and operational procedures.
- Processed daily banking activities accurately while maintaining confidentiality of customer information.
- Supported branch operations to achieve service quality and business performance objectives.
- Handled customer concerns and coordinated timely resolutions to enhance customer experience.
- Maintained accurate records and documentation related to branch operations.
- Managed financial activities and recordkeeping as Treasurer of the Branch Welfare Association.
- Coordinated employee engagement programs, welfare initiatives, and branch events.
- Collaborated with branch staff and management to ensure efficient operational performance.

STORES ASSISTANT | OCTOBER 2022 – APRIL 2024

Solar Impulse (Pvt) Ltd, Ahangama, Sri Lanka

Duties & Responsibilities

- Assisted in daily store operations, including receiving, issuing, and organizing inventory items.
- Monitored stock levels and ensured timely availability of materials and supplies.
- Maintained accurate inventory records, stock registers, and documentation.
- Conducted regular stock inspections, reconciliations, and inventory accuracy checks.
- Coordinated with procurement and operational teams while supporting inventory control improvements.

HUMAN RESOURCES INTERN | MAY 2021 – OCTOBER 2021

Jay Jay Mills (Pvt) Ltd, Matara, Sri Lanka

Duties & Responsibilities

- Assisted in employee relations activities and supported maintaining a positive workplace environment.
- Supported recruitment campaigns, including candidate coordination and interview scheduling.
- Contributed to employee engagement activities, HR projects, and general HR administrative tasks.

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION (SPECIAL) IN HUMAN RESOURCE MANAGEMENT

University of Ruhuna, Sri Lanka

CHARTERED ACCOUNTANCY PROGRAMME | DECEMBER 2014 – PRESENT

CA Sri Lanka

DIPLOMA IN BANKING AND FINANCE | AUGUST 2025 – PRESENT

Institute of Bankers of Sri Lanka (IBSL)

GCE ADVANCED LEVEL EXAMINATION

MR / Siddhartha College, Matara, Sri Lanka

Results: Accounting – A, Economics – A, Business Studies – A

GCE ORDINARY LEVEL EXAMINATION

MR / Siddhartha College, Matara, Sri Lanka

Successfully passed with A-3, B-2, C-2 and S-2 grades.

TECHNICAL SKILLS

- | | |
|------------------------------|---------------------------------|
| • Microsoft Word | • Microsoft Excel |
| • Microsoft PowerPoint | • Internet & Email Applications |
| • Data Entry & Documentation | • Digital Record Management |

LEADERSHIP & SPORTS ACHIEVEMENTS

- Junior Treasurer, HRM Circle – University of Ruhuna (2019–2020)
- Prefect, MR / Siddhartha College (2010–2013)
- Champion – Inter Faculty Freshers' Meet (Elle)
- Runners-up – Inter Batch Volleyball Tournament
- Runners-up – Inter House Elle Competitions (2011 & 2013)
- School Cricket Player (Under-13 & Under-19)
- Runners-up – Inter House Cricket Competition (2013)

REFERENCES

ANJANA MALWATHTHA

CA Sri Lanka

Mob: 0715111909

L. L. RAVINDRA

CEB Akuressa

Mob: 071090721