



BASHANA NIPUN SANKALPA

ABOUT ME

A hard-working person who likes to face and work in a challenging environment. Has skills for teamwork and high skills for achieving personal and company goals. I am willing to expand my skills and try out new challenges that may come my way to impact my maximum potential for the betterment of the workplace while developing my skills and career and I am looking for opportunities to enhance my skills and knowledge.

WORK EXPERIENCE

Manager

Summer time hotel and Eton Villa / 2025 - Present

- Answer guest questions about hotel services and policies
- Keep track of the hotel's financials
- Plan and implement marketing & promotional activities
- Manage staff recruitment, training & performance

Banker

Hatton National Bank / 2022 - 2025

- Processing financial transactions accurately to maintain customer trust.
- Providing investment consultation services for wealth management.
- Ensuring compliance with banking regulations to prevent legal issues.
- Analyzing creditworthiness of loan applicants for risk assessment.
- Verify customer documents (NIC, address proof, KYC forms).
- Allocate correct product type (normal savings, Savings plus, Teen, Minor, etc).
- Dormant Activations.

Customer Relationship Associate

Bank Of Ceylon / 2021 - 2022

- Developing personalized customer interactions to enhance satisfaction.
- Maintaining professional communication strategies for client engagement.
- Resolving customer dissatisfaction efficiently to retain brand loyalty.
- Implementing relationship-building techniques for long-term partnerships.

EDUCATION

Reading for Bachelor in Business Administration (Undergraduate) (3rd year)

Faculty Of Business Management (IMBS Green Campus)

General Certificate of Education

Advanced Level Examination / 2019

General Certificate of Education

Ordinary Level Examination / 2016

OTHER QUALIFICATION

NVQ Level 03 Certificate in Computer Application Assistant - 2020

Diploma in English Language *IMBS Green Campus*

Diploma in Business Management *IMBS Green Campus / 2023*



CONTACT ME



No. 99/4 Doogalawaththa, Kumbuka North, Gonapola, Sri Lanka.



bashanasankalpa@gmail.com



+94 76 862 7430



+94 76 862 7430



PERSONAL INFO

Date of Birth : 01/07/2000
Gender : Male
Nationality : Sri Lankan
Marital Status : Single
NIC No : 200018301823
Passport No : N10182833



SOFT SKILLS

Time Management
Communication
Creativity
Problem Solving
Hard Worker
Positive Thinking



LANGUAGES

Sinhala
English