

**AMALI DISANAYAKE**Vancouver, BC | +1(604)849-5095 | [amalidi89@gmail.com](mailto:amalidi89@gmail.com) | <https://www.linkedin.com/in/amali-disanayake-44a8b0b0/>**PROFILE**

- Fast learner, hard worker, enthusiastic, good interpersonal skilled, meticulous personal with a good physical strength
- Knowledgeable in overall Bank Operations, Teller/Cashier Functions and Customer Service
- Experienced in Sales & Marketing, cross selling, Credit Management and Relationship Management

**EDUCATION AND AFFILIATIONS**

- **PG. Diploma in Business & Project Management** September 2023 - Present  
Vancouver Community College, Downtown Campus, BC
- **Diploma in Business Management & Human Resources (Level 6)** 2019  
The Association of Business Executives (ABE), United Kingdom
- **Bachelor of Business – Leadership & Management** 2017  
Academies Australasia Polytechnic, Australia
- **Diploma in English** 2011  
Aquinas University College, Sri Lanka

**SKILLS**

- Cash handling expertise
- Excellent customer service skills
- Strong communication skills
- Problem-solving ability
- Computer literacy
- Time management
- Cleanliness and tidiness
- Interpersonal skills

**PROFESSIONAL & WORK EXPERIENCE**

- Customer Associate** 2023 Oct - Present  
**Dollarama Inc., Whiterock, Canada**
  - Stocking, facing, and organizing merchandise, support for warehouse functions and maintain organizational standards including cleaning.
  - Operating cash register and handling customer service.
- Kitchen Helper & Dishwasher (Trainee-Volunteer)** 2023 Sep – 2023 Oct  
**House of Dosas, Whiterock, Canada**
  - Help cooks prepare for meals by washing, cutting, peeling and slicing ingredients.
  - Packing takeout orders for customers.
  - Clearing and cleaning tables for waitstaff and refilling condiments or other supplies at tables.
  - Washing, drying and putting away all dishes and kitchen utensils.
- Authorized Executive Officer - Retail Banking** 2010 - 2023  
**Sampath Bank PLC, Sri Lanka**
  - Mainly handled supervisory functions in cash, credit and accounts opening departments in the Bank
  - Developed and maintained a portfolio of high-value customers and implemented innovative.
- Companionship provider & housekeeping officer for Elders Home (Part Time)** 2008 – 2009  
**Saleena De Alwis – Elders Care Home, Kesbewa, Sri Lanka**
  - Assisting with personal care, such as bathing, dressing, eating, and grooming.
  - Handle all housekeeping activities including cleaning and light preparation of meals.