



Your journey of aspirations begins here!

CDB believes in elevating the lives of all Sri Lankans. Our focus is to employ and engage individuals who aspire to grow their careers within a renowned financial entity, working with a dynamic team of industry professionals who are dedicated to raising the bar and setting benchmarks in Sri Lanka's financial industry.

## Junior Executive – Customer Relationship Management

We seek a proactive and analytical professional to join the team at the Customer Relationship Management (CRM) Department, supporting the enhancement of customer experiences and service standards across the organization. The role will contribute to strengthening customer complaint governance, customer feedback mechanisms and customer satisfaction measurement to drive continuous service improvement.

### Key Responsibilities

- Contribute to the enhancement of the organization's customer complaint management framework in line with regulatory requirements of the CBSL
- Monitor customer complaints and feedback to identify trends, service gaps and opportunities for service improvement
- Contribute to the development and implementation of customer feedback and survey mechanisms across key customer touchpoints
- Analyze customer insights and satisfaction metrics to support initiatives aimed at improving overall customer experience and service delivery
- Work collaboratively with internal stakeholders to address service issues and enhance customer journeys
- Support the monitoring of customer satisfaction indicators such as CSAT, NPS and CSI and provide insights to management
- Assist in driving initiatives related to service quality improvement, customer experience enhancement and CRM development
- Contribute to strengthening service standards and customer-centric practices across the organization

### Qualifications & Experience

- Bachelor's degree in Marketing, Management or a related field
- 2–5 years' experience in Customer Experience, CRM, Service Quality, Customer Service or a related function preferably within a financial services environment
- Strong analytical and problem-solving skills with the ability to interpret customer insights and service performance data
- Excellent communication and stakeholder engagement skills
- Proficiency in Microsoft Office applications

Rewards and remuneration commensurate with qualifications, competencies and abilities, with a well-defined career path awaits those with ambition, motivation and a willingness to perform.

Please e-mail your CV together with contact details of two non-related referees indicating the position applied for in the "Subject" line of the e-mail to

 [careers@cdb.lk](mailto:careers@cdb.lk)

**CDB**   
Your Friend

