

CHINTHAKA DHARMASENA / Professional Profile

Summary

Highly experienced Corporate Management Professional with a strong background in service operations, supply chain management, and sustainability/carbon footprint initiatives. Possessing advanced qualifications in Engineering and Business Administration (MBA), coupled with significant international experience across global enterprises. Proven track record in driving productivity, achieving carbon-neutral status and securing national level corporate citizen awards.

Current Role

Assistant General Manager - Services (Commercial Bank) Since 2013

- **Corporate Management:** Member of the Bank's Corporate Management Team.
 - **Accountable Business Area (Centralized Service Operations):**
 - Oversee and manage the entire centralized service operations, including **Procurement, Security, Premises/Facilities, and Logistics** business verticals.
 - Spearhead the Bank's **Sustainability/Carbon Footprint** agenda within operations.
-

Key Achievements (Current Role)

- **Sustainability & Carbon Neutrality:** Successfully led the team to achieve **carbon neutral status** across the entire operations scope of the Bank—the **First Bank in Sri Lanka** to achieve this status.
 - **Corporate Citizenship:** Member of the Sustainability Steering Team that steered the Bank to win the **overall winner of the Best Corporate Citizen Award in 2021** and **runner-up in 2024**.
 - **Green Initiatives:** Led the establishment of **3 Green Buildings** within the Bank's network.
-

Previous Work Experience

- **Ceylon Tobacco Company (British American Tobacco):** 17 years of experience as **Head of Operations** and **Head of Supply Chain Management**.
 - Served as a member of the **British American Tobacco International Audit Team**.
 - Undertook key projects and assignments in **BAT Brown & Williamson USA, BAT Malaysia, and BAT South Africa**.
 - **Noratel International Katunayake (Norwegian MNC):** General Manager _Production.
-

Key Achievements (Previous Role - CTC)

- **Productivity & Industrial Relations:**
 - Led the production team through two successive collective agreements with trade unions (2004 to 2010), achieving a **24% increase in factory productivity** and a **win-win situation with zero industrial disputes** following two major restructuring programs.
 - Achieved recognition of CTC as a **benchmark factory in the BAT Asia Region**.
 - **Awards:** Member of the factory leadership team that secured national **Productivity, Quality, Kaizen, and Safety Awards**.
-

Academic Qualifications

- **MBA** - Postgraduate Institute of Management (PIM)
- **BSc (Eng) Hons** - University of Moratuwa

Professional Qualifications

- ISO 9000 LEAD Auditor
- International Certification on Purchasing and Supply Management (International Trade Centre UNCTAD/WTO)
- Supply Chain Excellence Qualification — Cranfield University, UK

Other Professional Experience

- **Visiting Lecturer** at the Department of Transport and Logistics Management, University of Moratuwa (MBA and Degree Programs).
- **Former Visiting Lecturer** at CINEC Campus on Supply Chain Management.