

Hansika Perera

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To lead and optimize customer service, investor relations, and labor management functions, ensuring seamless operations and stakeholder satisfaction. Through effective leadership, process enhancements, and strategic communication, I aspire to foster a high-performing team and enhance organizational success while supporting staff development and data-driven decision-making.

EXPERIENCE

Administrative Assistant

Education Academy

July 2014 to March 2024

Colombo, Sri Lanka

- Managed office operations, including scheduling appointments, coordinating meetings, and handling incoming calls.
- Utilized MS Office applications to create documents, spreadsheets, presentations, and reports as required.
- Managed email correspondence, responding to inquiries, forwarding messages, and organizing inbox folders.
- Performed data entry tasks, entering and updating information into databases and spreadsheets with a high level of accuracy and attention to detail.
- Quick learner to work with any online system.
- Good in decision making & adjusting to work environment.
- Effective time management and organizational abilities.
- Support the development and delivery of training programs for staff in customer service, investor relations, and labor relations.
- Collaborate with IT or data teams to enhance data collection and analysis capabilities.
- Coordinate the creation of newsletters, press releases, and other public communications.
- Identify skill gaps and provide targeted training solutions.
- Assist in career development and succession planning for team members.

EDUCATION QUALIFICATIONS

- Bachelor of Science (Computer Science) by Open University of Sri Lanka
- Successfully passed the G.C.E. Advanced Level and G.C.E. Ordinary Level examinations

ADDITIONAL EXPERTISE

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">Customer Service ManagementTraining and DevelopmentCommunicationsAdaptability & PunctualityTeam Leadership | <ul style="list-style-type: none">Time Management & OrganizingProcess ImprovementData Analysis and ReportingEmployee EngagementPresentation/ Public Speaking |
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SOFTWARE KNOWLEDGE

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|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <ul style="list-style-type: none">Microsoft WordComputer ERP Systems | <ul style="list-style-type: none">Microsoft ExcelMicrosoft PowerPoint | <ul style="list-style-type: none">Internet/ EmailDBMS |
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LANGUAGE PROFICIENCY

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| <ul style="list-style-type: none">EnglishSinhala | <ul style="list-style-type: none">(Intermediate)(Fluent) |
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PERSONAL INFORMATION

- Name in full - Nediranage Don Hansika Nirmalee Perera
 - Date of birth - 28-01-1991
 - Age - 33 Years
 - Civil Status - Unmarried
 - Visa Status - Visit Visa
 - Nationality - Sri Lankan
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I am well-prepared to commence my role immediately and can readily accommodate the company's preferred start date.