

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

July 2014 to March 2024

Education Academy

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

- Customer Service Management
- Training and Development
- Communications
- Adaptability & Punctuality
- Team Leadership
- Time Management & Organizing
- Process Improvement
- Data Analysis and Reporting
- Employee Engagement
- Presentation/ Public Speaking

SOFTWARE KNOWLEDGE

- Microsoft Word
- Microsoft Excel
- Internet/ Email
- Computer ERP Systems
- Microsoft PowerPoint
- DBMS

LANGUAGE PROFICIENCY

- English (Intermediate)
- Sinhala (Fluent)

PERSONAL INFORMATION

- Name in full - Nediramage Don Hansika Nirmalee Perera
- Date of birth - 28-01-1991
- Age - 33 Years
- Civil Status - Unmarried
- Visa Status - Visit Visa
- Nationality - Sri Lankan

I am well-prepared to commence my role immediately and can readily accommodate the company's preferred start date.