

OSHADI DINAMUNI MENDIS

Accountant

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Personal Details

Passport No: N10488596

Gender: Female

Marital status: Married

Nationality: Sri Lankan

Visa Status: Visit Visa – expires on October 25th

Education

Bachelor of Business

Administration in

Administrative Management

GPA 3.73 First Class

Studied Areas

Administrative Management

Marketing Management

Public Relations

Purchasing and supply management

Human Resource Management

Business Communication

Administration and Office Management

Statistics for Business

Organizational Behavior

Management Accounting

Business process management

International Management

Cross culture communication and transition

Strategic Management

Taxations

Auditing

Computer software

Technical and operational skills

Data Analysis

Inventory Management

Compliance and Regulations

Financial Management

Scheduling and Planning

Objective

Experienced Business Administration graduate specializing in Administrative Management with 18 years of expertise in office operations and project coordination. Skilled in managing schedules, streamlining communication, organizing events, and maintaining accurate records. Seeking an Accountant position where I can enhance operational efficiency, support management initiatives, and contribute to the success of a dynamic team.

Work Experience

Accountant

Airport and Aviation Srilanka

2014 Sep- 2024 Aug

Prepare financial statements: Create and maintain accurate financial reports, including balance sheets, income statements, and cash flow statements.

Manage accounts payable and receivable: Track and process payments, ensuring timely billing and collection.

Reconcile accounts: Review and reconcile bank statements, ledgers, and financial transactions to ensure accuracy.

Monitor budgets: Track expenses and revenues to ensure compliance with budgetary guidelines.

Prepare tax returns: Ensure timely and accurate filing of tax documents, adhering to relevant regulations.

Audit financial information: Review financial data and internal controls to identify discrepancies and ensure compliance with company policies.

Analyse financial data: Provide insights and recommendations based on financial performance and trends.

Manage payroll: Process employee salaries, deductions, and benefits accurately.

Support audits: Assist with internal and external audits by providing necessary documentation and information.

Maintain compliance: Ensure adherence to financial regulations, standards, and reporting requirements.

Customer Service Agent

Qatar Aviation Services

2012Dec- 2014Sep

CRM Systems
Process Improvement
IT Proficiency
Resource Allocation
Process Automation

Language skills

Sinhala – Native
English – Proficient (IELTS7)
Hindi – Conversational
Japanese – Beginner

Soft Skills

Client Interaction
Customer Service
Attention to Detail
Executive Administrative
Support Time Management
Document and Records
Management
Teamwork
Office Operations Management
Adaptability
Data Management and
Analysis
Problem Solving
Communication
Multitasking
Organizational Management
Fast Learner

Client Relations Management: Develop and maintain strong relationships with clients by understanding their needs, providing personalized service, and ensuring their satisfaction through effective communication and support.

Service Delivery Oversight: Ensure the successful execution of services by coordinating with internal teams, monitoring performance metrics, and addressing any issues that arise to meet client expectations.

Contract Negotiation: Manage client contracts by negotiating terms, finalizing agreements, and ensuring that service level agreements (SLAs) are met to provide value and build long-term partnerships.

Feedback and Improvement: Collect and analyse client feedback to identify areas for improvement, implement changes, and enhance service quality based on client needs and preferences.

Client Service Executive

Airport and Aviation Srilanka
2006 Feb- 2012 Dec

Client Interaction: Manage client inquiries, complaints, and service requests through multiple channels (phone, email, in-person), ensuring timely resolution and delivering exceptional customer service while maintaining professional communication standards.

Executive Administrative Support: Oversee the management of office operations, including procurement, maintenance coordination, and inventory control, ensuring efficient workflow and optimal use of resources.

Document and Records Management: Create, process, and manage a wide range of documents, including confidential reports, correspondence, and records, while ensuring compliance with organizational policies and data security standards.

Office Operations Management: Provide comprehensive office management support, including calendar scheduling, meeting coordination, phone system management, and visitor reception to ensure smooth day-to-day operations.

Data Management and Analysis: Accurately input, update, and maintain data in internal systems, conduct data validation, and generate reports to support operational decision-making and improve organizational efficiency.

References Available upon request