



AVISHKA NIRMAL SILVA

+971 56 406 5709

avishkanirmal4@gmail.com

Sri Lanka

Dubai, UAE

PROFESSIONAL SUMMARY

Enthusiastic and detail-oriented individual with administrative experience in office management, customer inquiries, and daily operations. Skilled in communication, multitasking, and problem-solving. Ready to bring my organizational and customer service skills to an airport setting, assisting passengers and supporting smooth operations. Quick to learn new systems and procedures, with a strong focus on delivering excellent service and enhancing the overall travel experience.

WORK EXPERIENCE

Administrative Coordinator

Nov 2024- Present

Middlesex University Dubai

- Managed SLA scheduling, attendance tracking, and data updates across programmes.
- Coordinated with departments to resolve issues and support event logistics.
- Provided frontline student support and maintained accurate records.
- Created reports and feedback tools to enhance service delivery, prompted surveys and reached targets
- Ensured smooth daily operations with strong communication and organizational skills.

Customer Engagement Executive

Aug- Oct 2024

Frank Porter, UAE

- Managed 450+ weekly calls and administrative tasks, guiding prospective clients through onboarding.
- Boosted task efficiency by 20% through effective call handling and activity coordination.
- Improved client satisfaction by 25% by creating a welcoming experience and clearly presenting services.
- Handled 100+ weekly inquiries via calls and emails, resolving diverse client concerns.

Events Coordinator

2021-2023

Various Middlesex University Events

- Key member of the university's largest events club, organizing activities for 5,400 students and ensuring seamless event execution.
- Led coordination efforts for large-scale events, enhancing the club's reputation and improving student participation by 30%.
- Provided campus tours and facilitated communication with 200+ prospective students and parents during university open days.
- Demonstrated strong communication and organizational skills through diverse volunteer engagements, building valuable connections within the student community.

Achievements & Awards

- Exceptional Dedication Award** - Awarded at Awards Gala 2024 by Middlesex Dubai.
- Citizenship Award** - Outstanding contributions as an event contributor to the CEI Department at Middlesex Dubai.
- Student of the year** - exceptional leadership and teamwork, excelling as Head Boy and driving student success.
- Published Author** - Featured in the 7th ERBPSS conference.

Education

Middlesex University Dubai - 2024

BSc in Information Technology

First Class Honours

Skills

- Customer relationship management.
- Administrative skills.
- Analytics & reporting.
- Event organizing & project management skills.
- Technical proficiency (google analytics, zoho software & MS office)

Language

- Fluent in English & Sinhala

Reference

Rajanika Herath

HR Coordinator

MHP FT LLC

+971527985119

rajanikasammani826@gmail.com