



# H.K. LAKSHMI NIRMALA

## PERSONAL INFORMATION

Full Name: Hewa Kokawalage Lakshmi Nirmala

Date of Birth: 24/03/1992

Passport No : N11079737

## CONTACT

+971557079544

lakshminirmala.hk@gmail.com

Dubai- United Arab Emirates

## AREAS OF EXPERTISE

- Customer Service Excellence
- Human Resources Management
- Audit and Compliance
- Training and Development
- Process Improvement
- Data Analysis
- Risk Assessment
- Recruitment and Staffing

## SKILLS

- Team Leadership
- Problem Solving
- Communication Skills
- Conflict Resolution
- Facilitation Skills

## ABOUT ME

Dedicated and results-driven professional with a diverse background in customer service, human resources, audit, training and development, and process improvement. Adept at identifying and implementing strategies to enhance organizational efficiency, employee satisfaction, and customer experience. Seeking a challenging role where I can leverage my skills and experience to contribute to a dynamic team and foster continuous improvement.

## WORK EXPERIENCE

### SENIOR EXECUTIVE 2020-2024

#### JMSL, Jhon Keells Holdings, Colombo, Sri Lanka

Conducted regular training sessions to enhance the skills and knowledge of customer service representatives.

- Conducted service training sessions for above 5000 employees.
- Conducted general training for supervisors.
- Conducted operation managers and executive training sessions.
- Conducted On the job training for new team members.

Conducted operation audits at more than 10 supermarkets in monthly basis.

Take necessary actions to maintain the freshness of products in outlets.

Handle complaints management system and take immediate actions to resolve them.

Implemented a customer feedback system, analyzed data, and initiated improvements to address customer concerns and enhance service quality.

Conducted internal audits to assess compliance with company policies and external regulations.

Prepared detailed audit reports, identified areas of improvement, and recommended corrective actions.

LANGUAGES

SINHALA

ENGLISH

TAMIL

REFERENCES

Mr. Kishan Packeer

Assistant Manager

Jhon Keells Holdings (PVT) Ltd

Email: kishan.jms@keells.com

Mr. Duminda Hettiarachchi

Assistant Manager

John Keells Holdings (PVT) Ltd

Email: shanaka.jms@keells.com

HR EXECUTIVE  
2015-2019

- Organized charity programs for people in need.
- Implement new projects according to the business requirements.
- Express counter development projects.
  - Customer feedback system development.
  - Dashboard system development project.
  - KPI system developments.

Developed and executed customer service strategies aligned with organizational goals, enhancing customer satisfaction and loyalty.

Led and mentored a high-performing customer service team, fostering a culture of excellence and continuous improvement.

Implemented initiatives to enhance the overall customer experience, including streamlined processes, efficient issue resolution, and personalized service.

JMSL, Jhon Keells Holdings, Colombo, Sri Lanka

Developed and implemented HR strategies aligned with organizational goals, contributing to overall business success.

Collaborated with executive leadership to align HR initiatives with business objectives and enhance organizational effectiveness.

Conducted workforce planning and talent mapping to ensure the right talent was in place to support company growth.

Led end-to-end recruitment processes, including talent sourcing, interviewing, and onboarding for key positions.

Grievances handling, Employee’s facility management and recruitments.

CASHIER  
2012- 2014

JMSL, Keells Super, Colombo, Sri Lanka

Processed customer transactions accurately and efficiently using a point-of-sale (POS) system.

Handled cash, credit, and electronic payments.

Provided excellent customer service, addressing inquiries, and resolving issues.

Followed company policies and procedures regarding cash handling, refunds, and returns.

## EDUCATION

---

Diploma in English Language

British Way English Academy, Sri Lanka

2016

G.C.E. Advanced Level Examination – Aparekka Maha  
Vidyalaya, Matara, Sri Lanka

2012

Diploma in Computer Science and Information Technology

Lanka National Computer College, Sri Lanka

2012

Diploma in Computing

Oslo Computer College, Sri Lanka

2012

G.C.E. Ordinary Level Examination – Aparekka Maha  
Vidyalaya, Matara, Sri Lanka

2008

## CERTIFICATION

---

Preparing to Manage Human Resources (online course)

University of Minnesota

2021

Human Resource Management Certificate

Chartered Institute of Personnel Management, Sri Lanka

2014