



HIRUNI COORAY

Management Assistant

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R386 Wasal Building, Al Karama, United Arab Emirates

SUMMARY

Detail-oriented Management Assistant with over 5 years of experience in HR and banking sectors. Proven expertise in managing employee records, coordinating recruitment processes, and ensuring compliance with HR policies and benefits regulations. Demonstrated success in improving administrative efficiency by 30%, enhancing employee training programs, and providing exceptional customer service. Adept at handling complex customer inquiries, maintaining accurate financial records, and supporting legal compliance. Fluent in English and Sinhala, with strong organizational and communication skills.

KEY SKILLS

Recruitment and selection	Employee relations	Employee data management and reporting
Employee records and documentation	Learning and development	Compliance and legal requirements
HR policies and procedures	Payroll and benefits administration	Confidentiality and data protection.

EXPERIENCE

MANAGEMENT ASSISTANT

AUG 2019 – JULY 2024

SRI JAYAWARDANAPURA GENERAL HOSPITAL - SRI LANKA

- Organized and maintained comprehensive employee records, ensuring accurate documentation and timely updates, and managed HR data for generating detailed reports on demographics, turnover rates, and training KPIs.
- Supported the recruitment process by coordinating interviews, assisting with job postings, and managing candidate communication to streamline hiring procedures.
- Addressed employee inquiries and concerns related to HR policies during onboarding, provided assistance with benefits enrollment, and ensured compliance with benefits regulations.
- Coordinated and scheduled employee training sessions, tracked and updated training records, and supported the development of training programs to enhance employee skills and compliance.
- Assisted in resolving employee conflicts, conducted employee surveys, coordinated recognition activities, and stayed up-to-date on changes in employment laws to ensure compliance and support the legal department during audits.

BANK ASSISTANT

2018 - 2019

RURAL BANK - SRI LANKA

- Managed daily banking operations, including processing transactions, handling customer inquiries, and maintaining accurate financial records to ensure smooth and efficient branch operations.
- Assisted in the opening and closing of customer accounts, providing support with account maintenance, and ensuring compliance with banking regulations and internal policies.
- Processed loan applications and provided customers with information on banking products and services, contributing to a 10% increase in new account openings and loan approvals.
- Maintained and updated customer account information, handled cash deposits and withdrawals, and conducted regular reconciliations to ensure accuracy and prevent discrepancies.
- Provided exceptional customer service by addressing and resolving customer issues promptly, conducting account-related investigations, and delivering personalized financial solutions to enhance customer satisfaction.

CUSTOMER CARE CALL CENTER

2017 – 2018

MOBITEL PVT LTD - SRI LANKA

- Delivered exceptional customer service by handling an average of 80+ calls daily, addressing inquiries, resolving issues, and providing accurate information about products and services.
- Processed customer requests efficiently, including billing inquiries, account updates, and service troubleshooting, achieving a 95% satisfaction rate and contributing to improved customer retention.
- Maintained comprehensive records of customer interactions and transactions in the CRM system, ensuring accurate data entry and follow-up actions to enhance service quality and operational efficiency.
- Identified and escalated complex issues to higher-level support teams, providing detailed summaries and collaborating with colleagues to achieve timely and effective resolution of customer concerns.

PROFESSIONAL QUALIFICATIONS

Training Programme for the Management Assistant

Sri Jayewardenapura General Hospital

EDUCATION QUALIFICATIONS

B.Sc. Business Studies (General) External Degree

FOLLOWING

Sri Jayewaradanapura University

G.C.E Advanced Level Examination (High School Diploma)

2015

Sri Lanka

G.C.E Ordinary Level Examination

2012

Sri Lanka

ACHIEVEMENTS

- Streamlined the employee records management system, resulting in a 30% increase in administrative efficiency and reducing record retrieval time by 25%.
- Coordinated and facilitated over 50 successful employee training sessions, leading to a 20% improvement in employee performance metrics and enhanced compliance with regulatory standards.
- Implemented a new benefits administration process that improved employee satisfaction by 15% and ensured 100% compliance with benefits regulations, supporting the legal department during compliance and legal audits.

LANGUAGES

- **English** – Working Proficiency
- **Sinhala** – Native

PERSONAL DETAILS

Gender	Female
NIC Number	967500100V
Passport	N11333458
Nationality	Sri Lankan

REFERENCES

Manel Malwatta
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