



VINDYA HEENKENDA

050- 7432563

CUSTOMER SUPPORT/ FRONTDESK AND SALES

OBJECTIVE

I Have 8+ Years of Experience as An Administrative and HR Assistant, Specializing In Schedule Organization And Event Management, Including Weddings, Across Multiple Workplaces. I'm Skilled at Multitasking, Punctuality, And Maintaining Professionalism. I Excel in Managing Busy Schedules, Travel Plans, And General Office Tasks, Including Appointment Management and Email Writing. My Goal Is to Advance My Career Internationally Within the Next Four Years.

ADDRESS

Al Mankhool Street Jaffliya

PHONE

050 - 7432563

EMAIL

niroshimahmv@gmail.Com

VISA STATUS

VISIT

LinkedIn Profile Link

<https://Www.Linkedin.Com/In/Vindya-Bandara-A06aa838>

EXPERIENCE

EMPLOYMENT UAE - FIXSQUAD LLC - CUSTOMER SUPPORT AND SALES (MARCH 2023- OCTOBER 2023)

- Greet clients, visitors, or guests and provide assistance or information.
- Respond to customer inquiries and provide information about products or services.

EMPLOYMENT SRI LANKA - TREE OF LIFE NATURE RESORT - ADMINISTRATIVE AND FRONT OFFICE COORDINATOR - (JULY 2021- MARCH 2023)

- Manage and coordinate appointments, meetings, and events for executives or the office.
- Handle phone calls, emails, and correspondence, and provide
- Prepare meeting agendas, materials, and minutes. Set up and organize meeting rooms.
- Greet clients, visitors, or guests and provide assistance

EMPLOYMENT SRI LANKA - EARLS COUT HOTELS - HUMAN RESOURCES AND OPERATION EXECUTIVE- (JULY 2019- 2021 FEBRUARY)

- Supervise and lead HR and operations teams, providing guidance and support.
- Communicate HR and operational policies, changes, and updates to employees and stakeholders
- Coordinating Training Programs for employees
- Ensure a safe and well-maintained work environment, including office space, equipment, and utilities.

EMPLOYMENT SRI LANKA - THE GRAND MOUNTAIN HOTEL - HUMAN RESOURCES AND EVENT

- Supervise and lead HR and operations teams, providing guidance and support.
- Communicate HR and operational policies, changes, and updates to employees and stakeholders.

LANGUAGES

- English - Professional
- Hindi Beginner
- Sinhalese - Native

References

Upon Request

EMPLOYMENT SRI LANKA - MAHAWELI REACH HOTELS PLC - HUMAN RESOURCES ASSISTANT -

- Support all internal and external HR-related inquiries or requests.
- Maintain digital and electronic records of employees.
- Assist with the recruitment process by identifying candidates, performing reference checks, and issuing employment contracts.
- Maintain calendars of the HR management team.
- Complete termination paperwork and exit interviews.

EMPLOYMENT SRI LANKA - SECRETARY - CHAMELEON CONSTRUCTION CONSORTIUM - (2010 APRIL - 2012 DECEMBER)

- Answering calls, taking messages and handling correspondence
- Document Preparation: Draft and format documents, letters, reports, and presentations as required.
- Data Entry: Accurately input and update data, records, and reports.

EDUCATION

- BA Part 1, 2 University of Kelaniya - Open and Distance Studies Learning - 2007- 2009
- GAQ - General Arts Qualification - University of Kelaniya Open and Distance Studies Learning- 2006- 2007
- Higher Diploma In Teacher Training - Primary and Pre School Teacher Training Center
- High School Diploma Grade 13 Graduate - St. Anthony's Girls College 1991- 2005

COMMUNICATION

When working with clients, I approach communication with a client-centric mindset. I ensure that their requirements and expectations are well-understood and addressed promptly. I take pride in my ability to convey information in a way that is both informative and approachable.

LEADERSHIP

As an HR and Administrative Assistant, I've demonstrated leadership through proactive problem-solving, effective decision-making, and fostering a collaborative work environment, setting a positive example for my colleagues.