

H.K. LAKSHMI NIRMALA

(CUSTOMER SERVICE MANAGER)

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Dubai- United Arab Emirates

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.

STRENGTHS AND EXPERTISE

Customer Service Excellence	Process Improvement	Team Leadership
Human Resources Management	Data Analysis	Problem Solving
Audit and Compliance	Risk Assessment	Communication Skills
Training and Development	Recruitment and Staffing	Conflict Resolution

PROFESSIONAL EXPERIENCE

JMSL, Jhon Keells Holdings, Colombo, Sri Lanka

2022-2024

Senior Executive

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 on 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.

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.

JMSL, Jhon Keells Holdings, Colombo, Sri Lanka

2019-2022

Operation Executive

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.

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 recruitment.

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

G.C.E. Advanced Level Examination Aparekka Maha Vidyalaya, Matara, Sri Lanka	2012
G.C.E. Ordinary Level Examination Aparekka Maha Vidyalaya, Matara, Sri Lanka	2008
Diploma in English Language British Way English Academy, Sri Lanka	2016
Diploma in Computer Science and Information Technology Lanka National Computer College, Sri Lanka	2012
Diploma in Computing Oslo Computer College, Sri Lanka	2012

CERTIFICATION

Preparing to Manage Human Resources (online course) University of Minnesota	2021
Human Resource Management Certificate Chartered Institute of Personnel Management, Sri Lanka	2014

I here by certified that the particulars published by me are true and Correct for the best of my knowledge and belief.