

DILSHANI GOONATILLEKE

HR EXECUTIVE | PSYCHOLOGY GRADUATE

CONTACT

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Aggona

LANGUAGES

- English
- Sinhala

SKILLS

- Communication Skills
- Problem-Solving
- Interpersonal Skills
- Leadership
- Organizational Skills
- Critical Thinking
- Teamwork
- Time Management

PROFILE

Highly motivated and dedicated HR professional with a BSc (Hons) in Psychology and hands-on experience in human resources operations, insurance claims administration, and employee lifecycle management. Currently contributing as a Junior HR Executive at the Central Bank of Sri Lanka (Outsourced), with proven competencies in recruitment, onboarding, and employee relations. Adept at applying psychological insight to drive employee well-being, engagement, and organisational effectiveness. Seeking an Executive-level HR role to leverage expertise and accelerate professional growth.

WORK EXPERIENCE

Junior HR Executive cum Insurance Claiming (Outsourced)

Central Bank of Sri Lanka | November 2024 – Present

Claims Processing

- Processed medical and insurance claims for employees and pensioners accurately and confidentially.
- Verified claim documents and kept records up to date.
- Liaised with insurance providers for timely claim settlements.
- Managed documentation and admin procedures within a banking environment.
- Coordinated with internal departments for smooth workflow and compliance.

HR Support

- Assisted with recruitment, onboarding, and employee file maintenance.
- Prepared HR documents, letters, and reports.
- Responded to staff queries on HR-related matters.
- Maintained attendance and leave records.
- Helped organize staff meetings and training sessions.
- Supported in updating employee databases and HR records.
- Filed and updated employee personal records regularly.

HR Intern

Midas Safety Lanka (Pvt) Ltd | January 2024 – June 2024

- Assisted recruitment by screening CVs, coordinating with candidates, and scheduling interviews.
- Served as front-end coordinator with the BOI office for all employee-related administration.
- Facilitated onboarding and offboarding processes including clearance forms and exit interviews.
- Drafted HR letters: service letters, confirmation letters, resignation acceptances, contract renewals, and intern appointment letters.
- Maintained and organised personal files for officers and intern staff.
- Handled intern payroll processing and assisted with officer-level payroll activities.
- Supported probationary evaluation processes, insurance administration, and employee visiting card management.
- Assisted in organising internal and external training programs and company events.
- Managed payment processing and petty cash handling.

Trainee

Community Mental Health Resource Center, Katugasthota, Kandy | August 2022 – November 2022

- Gained clinical exposure in community mental health settings, supporting rehabilitation and counselling activities.
- Developed strong interpersonal and communication skills through direct interaction with service users and professionals.

PROFESSIONAL QUALIFICATIONS

Chartered Institute of Professional Management (CIPM) - 2024

Advanced Certificate in Human Resource Management

Sri Lanka Institute of Marketing (SLIM) - 2018

Primary Certificate in Marketing

EDUCATIONAL QUALIFICATIONS

University of West London (UWL) at American National College, Kandy - 2023

BSc (Hons) in Psychology | Second Class Honours (Upper Division)

Scottish Qualifications Authority (SQA) at American National College, Kandy - 2020

Advanced Diploma in Psychology | Diploma in Psychology

Mahamaya Girls' College, Kandy - (2002 – 2016)

Secondary Education

ACHIEVEMENTS & CERTIFICATIONS

- Certificate of Participation — Psychology First Aid, Kandyan House
- Kitty (Badger) Award — National St. John's Council of Sri Lanka (2005)
- Brown Belt — Sri Lanka Universal Karate Do Association multiple Provincial Championship placings
- Athletics certificates and accolades (2007 – 2013)

EXTRA-CURRICULAR ACTIVITIES

- President — College Drugs Prevention Unit (2016)
- Member — Interact Club, St. John's Ambulance Service Society, Literary Music & Drama Society

REFERENCES

Dr. W.C.K. Weerapana

District Medical Officer
District Hospital, Manikhinna
[0716530541](tel:0716530541) / [0773964920](tel:0773964920)

Mr. Chamil Wickrame

Head of Sales
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