

DILSHANI JAYARATHNE

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PROFESSIONAL SUMMARY

Experienced and detail-oriented Administrative and HR Professional with expertise in HR administration, operations coordination, workforce planning, talent management, documentation handling, student counselling, visa processing, and client communication. Skilled in driving HR initiatives, coordinating teams, maintaining confidential records, and managing administrative operations in fast-paced environments. Possesses strong communication, organizational, and multitasking abilities, with a proven capacity to work professionally and efficiently under pressure.

WORK EXPERIENCE

June 2023 – Present

Senior Executive - HR and Admin Universal Academic Services

Key Responsibilities

- Managed day-to-day administrative and HR operational activities of the organization.
- Assisted in recruitment and selection processes, including candidate coordination, interview scheduling, and onboarding support.
- Supported HR administration functions such as attendance management, leave coordination, employee documentation, and maintaining personnel records.
- Assisted in implementing employee engagement and performance management activities.
- Coordinated training and development programs and maintained related records.
- Maintained confidential HR files, reports, and company documentation in compliance with organizational standards.
- Coordinated student counselling and managed communication with international universities and partners.
- Processed visa documentation and maintained accurate student records and databases.
- Handled client inquiries and ensured timely follow-up on operational and administrative matters.
- Worked closely with multiple departments to ensure smooth workflow, operational efficiency, and effective team coordination.

Achievements

- Successfully recruited and guided around 75 students for higher education opportunities at UK universities.
- Coordinated and supported successful student visa processing and documentation.
- Contributed to maintaining organized HR records and improving administrative coordination within the organization.
- Supported employee onboarding and documentation processes to ensure smooth integration of new staff members.

Feb 2022 – June 2023

Student Development Executive - First Global Academy Private Limited

- Assisting students with course selection, university applications, and documentation.
- Coordinating with universities, lecturers, and partner institutions.
- Monitoring student progress, attendance, and engagement.
- Organizing student orientation programs, workshops, and development activities.
- Maintaining accurate student records and databases.
- Assisting with recruitment and enrolment activities.

EDUCATION

Year: 2026 reading [CIPM- Sri Lanka]	Chartered Qualification in Human Resource Management - CQHRM
Year: 2024 - 2025 [CIPM- Sri Lanka]	Chartered Intermediate in Human Resource Management – CIHRM
Year: 2023 - 2024 [CIPM- Sri Lanka]	Diploma in Professional Human Resource Management – DPHRM
Year: 2017 - 2018 [College of Technology - Kandy]	National Certificate in Secretarial Practice (NVQ Level – 04)
Year: 2013-2014 [The Open University of Sri Lanka Kandy]	Diploma in English and Languages
Year: 2012	G.C.E. Advanced Level & G.C.E Ordinary Level - Gamini Dissanayake National School

SKILLS

- HR Administration
- Recruitment & Onboarding
- Employee Relations
- Workforce Planning
- Employee Coordination
- Visa Processing
- Student Counselling
- Performance Management Support
- Training & Development Coordination
- Administrative Management
- Documentation & Record Management
- Operations Coordination
- HR initiatives

LANGUAGES

- English – Professional Proficiency
- Sinhala – Native Proficiency

REFERENCES

Available upon request.