



N. RASHMI RIVINDI

Branch Operation Assistant



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65/2, Wijayaraja Mv, Boralugoda,
Poruwedanda, Horana Sri Lanka.

Profile

I am Rashmi Rivindi, a 24-year-old graduate with a Bachelor of Arts in Business Communication from NSBM Green University. I am currently working as a Branch Operations Assistant at Fairfirst Insurance Ltd., Horana Branch, where I am responsible for supporting day-to-day branch operations, handling insurance-related activities, maintaining documentation, and assisting with accounting and financial administrative tasks. In this role, I have developed strong skills in customer service, administrative coordination, financial record handling, insurance processes, and organizational management. Previously, I completed an eight-month internship in the HR Department at Waters Edge Hotel, Battaramulla, gaining experience in recruitment, onboarding, employee engagement, and HR administration. I am a motivated, responsible, and adaptable professional with strong communication, organizational, and interpersonal skills, eager to contribute effectively to a dynamic organization while continuously developing my knowledge and career.

Work Experience

Fairfirst Insurance Ltd. – Horana Branch

April 2026- Present | Branch Operations Assistant

- Handle day-to-day branch operational and administrative activities.
- Assist customers with insurance inquiries, policy-related matters, and service requests.
- Process new insurance policies, renewals, endorsements, cancellations, and other policy-related documentation.
- Assist with accounting-related activities, including preparing receipts, invoices, payment records, and daily financial reports.
- Reconcile daily transactions and ensure accurate financial documentation.
- Coordinate with customers, insurance agents, and internal departments to resolve policy and operational matters.
- Prepare daily, weekly, and monthly operational reports when required.
- Support the Branch Manager and team in achieving branch operational and customer service objectives.
- Ensure compliance with company policies, procedures, and insurance-related requirements.
- Provide professional customer service and build positive relationships with clients.

Waters Edge Hotel Battaramulla

Feb 2025- Oct 2025 | Human Resources Intern

- Assisted in recruitment and onboarding processes, including interview scheduling and employee documentation.
- Managed employee records, insurance details, and HR administrative tasks efficiently.
- Supported employee engagement activities and Internal communication to enhance workplace experience.

Languages

English

Personal Details

Date of Birth:10.12.2001
Nationality: Sri Lankan
Civil Status : Single
Passport- P0525017

References

Ms.Shashika Ruwanmali
L.L.M(UK) Attorney-at-Law
Company Secretary
Commercial Credit & Finance
PLC No.165, Kinsley Road,
Colombo 08.
+94711348496

Mr. Mahesh Pathiranage
Assistant Manager
Road Development Authority
Battaramulla.
+94766757981

Education

Diploma in Professional HRM (DPHRM)
Chartered Institute of Personnel Management Sri Lanka (CIPM) | 2026- Present

BA in Business Communication
NSBM Green University, Sri Lanka | 2023-2025

Diploma in English Certificate Course
SLEGA College, Sri Lanka | May – August 2024

Certificate in French Language Course
NSBM Green University
April – October 2023

General Certificate of Education (A/L) Examination 2020 (BCCS)
Royal College, Horana

DECLARATION

I do hereby declare that all the above information is true to the best of my knowledge.

2026.08.15
Date

N.R.Rivindi
Signature

