



PANDUKA MALLAWARACHCHI

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A diplomatic and resourceful team leader with over 24+ years of experience in organizational-level management of Human Resources and Administration services across a wide range of industries, with recent experience in Canada. Adopts a work ethic of "continuous improvement" and maximizes employee compliance towards organizational policies by maintaining dynamic workplace practices and promoting the implementation of viable propositions put forward by employees.

ACADEMIC AND PROFESSIONAL CREDENTIALS

- **MBA (Master of Business Administration Degree), Specialization in Human Resources Management [2010 – 2013]**
- Postgraduate Institute of Management (PIM), University of Sri Jayewardenepura, Sri Lanka
- **Professional Qualification in Human Resources Management (PQHRM) [2006 –2009]**
- Institute of Personnel Management Sri Lanka (IPM)
- **Certificate Course in Human Resource Management CCHRM [2005 – 2006]**
Institute of Personnel Management Sri Lanka (IPM)
- **Certificate in Banking and Finance (CBF) Examination [1999-2003]** Institute of Bankers Sri Lanka (IBSL)
- **Accredited fellow and HSBC Global Premier Services Associate: Global Premier Relationship Academy**

PROFESSIONAL EXPERIENCE

J W Marriott, Muskoka, Ontario, Canada
Achieved Canadian National Food Safety Licence

[2024 – 2025]

Scandinavian Building Services; Toronto, Canada
Walmart Support Staff

[2023 – 2024]

Sri Lanka Institute of Information Technology; Sri Lanka
Senior Manager Human Resources and Administration

[Jan 2015 – Jun 2023]

SLIIT Metropolitan Campus (2017 - 2023) and SLIIT Malabe Campus (2015 – 2016)

- Responsible for Administration and HR projects routine and associated with the rapid expansion of SLIIT during this period. Acted as the Director Administration on multiple occasions.
- Planned and managed administrative services including the monitoring of: institute infrastructure; extra-curricular and co-curricular activities; health and safety; records management; the delivery of services such as security, transportation and janitorial services.
- Ensured institute-wide implementation of HR activities and information systems, developing policies and procedures, while being responsible of the HR unit.

Continental Insurance Lanka Limited, Sri Lanka
Manager Administration

[2013 – 2014]

- Supervision of all administration staff members, including minor staff.
- Regulation of all administrative functions including premises management, procurement, island wide courier, archives, transport and off-site salvage property.

Independent HR Consultant

[2013]

- UN-Food and Agriculture Organization (FAO) Head Office, Sri Lanka
- Assisted in HR planning and restructuring.
- DYNAWASH Private Ltd., Biyagama Economic Processing Zone, Sri Lanka
- Collaborated on the Great Place to Work survey.
- Killer Whale Aquatics Ltd., Sri Lanka - Assisted in streamlining HR policy and practices.

Premium International Private Limited, Sri Lanka
Human Resources and Administration Manager

[2012 - June 2013]

- Started without a handover & spearheaded in implementing & coordinating all HR functions including: equal employment; labour relations; compensation; employee training, work reviews & rewarding mechanisms; HR records; HR confidentiality; safety, health & benefits; HR employee services; HR policy & procedures.
- Handled the full spectrum of Administrative functions, including reception, IT and telecommunication division, printing, janitorial services and security.
- Systematic guidance of staff to contribute to corporate thought ensuring compliance with ISO standards, grievance handling and disciplinary procedures

Hong Kong and Shanghai Banking Corporation (HSBC) Sri Lanka & Maldives [1998 June – 2012 June]

- **Collections Legal and Recoveries officer [2008 - 2012]**
- **HSBC Premier Customer Services Officer** (February 2007 - March 2008)
- **Associate of Operations & Total Quality & Services Team (Decentralized HR Unit),**
- **HSBC Network Services Centre** (May 2000 - February 2007)
- **Associate of Special Operations Team of HSBC Custodians' Division (November 1998 - May 2000)**
- **Junior Associate of HSBC Electronic Banking Division (July 1998 – November 1998)**
- Co-handled the HR administration and development of the division including partnering in agent recruitment, induction, orientation and process training.
- Conducted special training programs, staff performance monitoring and feedback, monthly performance evaluation, general HR services and HR development projects and initiatives.
- Managed complaints database, resolving complaints and initiated appropriate staff individual feedback programs on identified gaps.

Key Achievements at HSBC

- Winner of HSBC's Prestigious Asia Pacific Diversity & Inclusion Ambassador Award for the highest number of people centric solutions suggested and implemented.
- Group People Survey 2009, Full-time Data Administrator.
- HSBC Sri Lanka (2001-2006) – Certificates of Excellence for Initiatives and Exceptional Performance.
- Representing Sri Lanka for 3 months WWF / Smithsonian Climate Change Training in Sirsi ,Karnataka India

HIGHLIGHTS

- Proficient with office management software & systems
- Develop and implement strategic plans
- Excellent customer service and interpersonal skills
- Strong attention to detail and time management skills
- Oversee daily operations
- Thorough with food safety and handling requirements

CORE SKILLS

- Leadership & management
- Strategic planning
- Organizational & multitasking
- Communication
- Adaptable Team Player
- Conflict resolution

LANGUAGES

- English – Fluent
- Sinhala – Native
- Russian – Proficient

COMMUNITY WORK AND VOLUNTEERING

1. Elected Vice President and the appointed administrator of the Maddumagewatta Welfare Association, Nugegoda, Sri Lanka (Jan 2019 to May 2023).
2. Elected senior committee member of Kohuwala Civil Defense Unit under Kohuwala Police since 2007.

REFERENCES & SERVICE LETTERS

Available on request.