



## CONTACT DETAILS

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### Email ✉

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### LinkedIn ⓘ

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### Address 📍

The View Al Barsha  
821, Sheikh Zayed Road, Al Barsha 1  
Dubai

## PERSONAL DETAILS

- Date of Birth 27.12.1996
- Gender Female
- Nationality Sri Lankan

## LANGUAGES

English | Hindi | Sinhala

## SKILLS

- Customer Service
- Organization
- Event Planning
- Communication
- Social Media Management
- Microsoft Office
- CRM System
- SERP System

## IT PROFICIENCY

Certified Master in QuickBooks (Desktop)  
IPA Sri Lanka (2023)

# L. U. C. C. JAYAMALI

## OBJECTIVE

To leverage my strong organizational and program coordination skills in a dynamic and growth-oriented organization. With a background in customer service, event planning, and business management, combined with a passion for supporting teams and ensuring efficient operations, I aim to contribute effectively to the smooth running of daily activities and help achieve organizational goals. My focus is on utilizing my educational qualifications, professional certifications, and hands-on experience to provide excellent service and support in a challenging and rewarding role.

## WORK EXPERIENCE

### Administrative Assistant

Gurubeula Farms and Restaurants (Pvt) Ltd., Sri Lanka  
January 2023 - January 2025

- Ensured accurate and timely handling of customer-related tasks.
- Addressed customer complaints and special requests effectively and promptly.
- Maintained an orderly and professional appearance in the reception area.
- Monitored stock levels and ordered necessary office supplies regularly.
- Prepared monthly management reports on feedback, bookings, etc.
- Updated and maintained files and records accurately and efficiently.
- Oversaw student arrivals and departures, ensuring a smooth check-in/check-out.
- Planned and executed program-related events successfully and efficiently.
- Managed program's social media presence and maintained engagement.
- Supported department head with various administrative tasks and responsibilities.

### Program Coordinator

Bio Medical Engineering Department - ESOF Metro Campus, Sri Lanka  
July 2022 - November 2022

- Responded promptly to inquiries from the CRM system daily.
- Prepared documents and tracked payments to ensure accuracy.
- Coordinated syllabus approvals with lecturers and administration effectively.
- Maintained and updated online learning platform (ELMS) regularly.
- Liaised with vendors and suppliers for smooth communication.
- Organized special events like open days and webinars successfully.

## HIGHER EDUCATION

### Bachelor of Bio-System Technology

University of Jaffna, Sri Lanka  
Second Upper Class

## PROFESSIONAL QUALIFICATIONS

### Diploma in Professional Human Resource Management (B+)

Chartered Institute of Personnel Management Sri Lanka (CIPM)  
2023,

### Diploma in Business Management

Pearson Assured, ESOF Metro Campus, Sri Lanka  
2016

I do hereby declare that all the information and facts furnished above are true, correct and complete to the best of my belief and knowledge.