

RAJIVA ADISHAKA MENDIS

Human Resources Personnel

PROFESSIONAL SUMMARY

A highly dedicated Assistant HR Manager with over 12 years of experience in human resources, customer service, finance, and hospitality. Proven track record of managing HR operations for large teams, enhancing employee performance, and streamlining HR processes. Adept at working under pressure, achieving targets, and contributing to organizational growth and success.

CONTACT

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- Newport, Wales, UK

SKILLS

- HR Operations & Compliance
- Recruitment & Onboarding
- Employee Relations & Engagement
- Performance Management
- Training & Development
- Conflict Resolution
- Digital Marketing & Multimedia

EDUCATION

- IELTS - UKVI - Score - 7.0 (CEFR C1)
- Diploma In English | Royal Institute of Sri Lanka(2008)
- Certificate in Multimedia | SLIIT, Sri Lanka. (2015)
- Diploma in Multimedia | Vijaya Graphics, Sri Lanka (2008)
- Diploma in Web Design | Vijaya Graphics, Sri Lanka (2010)
- GCE A/L | Gov of Sri Lanka | 2005
- GCE O/L | Gov of Sri Lanka | 2002

TECHNICAL SKILLS

- Web Paytrax (HRIS Systems)
- MS Office Suite
- Adobe Photoshop, Illustrator, After Effects
- HTML, C++
- DaVinci Resolve , Opentoonz, Blender

LANGUAGES

- English: Fluent
- Sinhala: Fluent
- Hindi: Basic Proficiency

WORK EXPERIENCE

Assistant HR Manager – City Seasons Al Hamra Hotel, Abu Dhabi, UAE

Mar 2022 – Dec 2023

- Managed HR operations for 150+ employees, reporting to the Group Director of HR and General Manager.
- Designed and implemented training programs, boosting employee performance and retention.
- Streamlined HR processes, improving payroll and compliance efficiency.

Human Resources Executive – City Seasons Al Hamra Hotel, Abu Dhabi, UAE

Oct 2021 – Mar 2022

- Supported HR functions, including recruitment, onboarding, and employee relations.
- Improved new hire orientation, ensuring smooth transitions and compliance.

Human Resources Coordinator – Royal Rose Hotel, Abu Dhabi, UAE

Mar 2020 – Oct 2021

- Assisted with recruitment and performance management.
- Maintained accurate employee records and ensured legal compliance.

Shift Leader (Front Office) – Royal Rose Hotel, Abu Dhabi, UAE

Oct 2017 – Mar 2020

- Supervised night operations, ensuring excellent customer service.
- Managed front office staff and resolved guest concerns promptly.

Guest Service Agent (Front Office) – Royal Rose Hotel, Abu Dhabi, UAE

Dec 2015 – Oct 2017

- Delivered top-tier customer service, resolving guest queries and complaints.
- Managed reservations, check-ins, and check-outs.

Service Quality Officer / Senior Banking Assistant – Pan Asia Banking PLC, Sri Lanka

June 2012 – Nov 2014

- Ensured compliance with banking regulations and customer service excellence.
- Assisted with daily banking operations and internal audits.

Media Coordinator – Asian Mirror (Pvt) Ltd, Sri Lanka

Jan 2011 – May 2012

- Coordinated media events and campaigns.
- Managed digital content, including web promos and advertising.

Banking Assistant / Call Centre Agent – HSBC, Sri Lanka

Jun 2007 – Nov 2009

- Provided customer service support, resolving inquiries and handling transactions.
- Contributed to call center operations, improving service response time.