

# POORNIMA WIJAYASINGHE

## Receptionist cum Admin Assistant

Dubai, United Arab Emirates

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+971 562 413 094



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## PROFILE SUMMARY

Detail-oriented professional with experience as a Receptionist cum Admin Assistant, and Airport Ground Assistant. Skilled in customer service, event coordination, and sales support, with strong organizational and communication skills. Adept at managing client relationships, multitasking in fast-paced and ensuring smooth operations.

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## SKILLS

- Communication Skill
- Customer Service Orientation
- Multitasking Ability
- Microsoft Office Proficiency
- Time Management
- CRM Software
- Attention to Detail
- Marketing Skills
- Basic Graphic Design
- Social Media Management
- Creative Problem-Solving
- Event Management
- Sales Skills
- Teamwork & Collaboration

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## WORK EXPERIENCE

### Receptionist cum Admin Assistant

(NOV2023 – AUG2024)

@ Hotel Hilro Sri Lanka

- Front Desk Management
- Customer Service
- Administrative Support
- Record Keeping and Data Entry
- Managing CRM systems, and assisting with client communication
- Supporting the planning and execution of events, meetings, and conferences

### Airport Ground Assistant

(JAN2023 – OCT2023)

@ Bandaranaike International Airport

- Greeting passengers and assisting them with the check-in process
- Providing information about flight details, boarding gates, and other relevant information

- Assisting passengers through security screening procedures
- Ensuring compliance with security regulations
- Addressing passenger concerns or issues during the security process
- Answering passenger inquiries regarding flight status, delays, or cancellations
- Providing excellent customer service to address passenger concerns or special requests
- Assisting passengers with mobility issues or special needs

**Management trainee**

**(DEC2021 – JUN2022)**

**@ Bandaranaike International Airport**

- Airport & terminal design
- Passenger processing methods
- Lounge operation (Executive, Araliya, Lotus & skill route arrival/departure, VIP & VVIP Lounges)
- Baggage Processing operations & bond baggage services
- Duty free operations & airport signage system
- Responsibilities & functions of the medical Centre
- Administration process & ERP application system
- Store operations and terminal facilities & services
- Ground handling services
- Functions & procedures of the Apron control, Bird hazard control, and Flight information display systems Aerobridge control
- Landside passengers & visitor's facilitation process & service

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**EDUCATION**

- **IATA Foundation Diploma at LOUIS PRESTON** **(SEP2023-JAN2024)**
- **Sri Lanka Institute of Advanced Technological Education** **(2018– 2022)**  
Higher National Diploma in Tourism and Hospitality Management

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**References Available Upon Request**