

Devika Ranasinghe

Contacts: : 0504585284
Email : devikaranasingha@yahoo.com
Visa Status : Employment visa
LinkedIn : www.linkedin.com/in/devikaranasinghe



- ⇒ A well-qualified **result oriented**, experienced human resource, administration, business development **professional** with a work experience of **more than 08+ years as Operations Manager** in UAE.
- ⇒ A systematic, organized and dedicated **team player** with an analytical bent of mind, determined to be a part of a growth-oriented organization.
- ⇒ A **'can do'** attitude with creative and perseverance in problem resolution.
- ⇒ Flair for **instant relationship building**. Social skills that can build and maintain relations across and beyond the organization.
- ⇒ Expertise in **liaising with Authorities** and **strategizing with top management** for resolution / containment.
- ⇒ **Excellent**, Cogent verbal and written communication, interpersonal, human relations and public relation skills with good knowledge of UAE labor and employee welfare legal terms.
- ⇒ Successful track record of recruiting staff, handling public relations, personnel management, managing contract administration and complete operational aspects.

STRENGTHS

- ✓ Versed with HR Administration/Office Management
- ✓ Excellent Negotiation & Interpersonal Skills
- ✓ Adept in Recruitment –Search-Selection-Training
- ✓ Proficiency in ERP systems
- ✓ Leadership & People Management Skills
- ✓ Business Development
- ✓ Customer/vendor Management
- ✓ Public Relation & Coordination Abilities
- ✓ Human Resource-Personnel Management
- ✓ Team building & event planning abilities

CAREER HIGHLIGHTS

Operations Manager – HR & Administration TPLINK MEA FZE UAE July 2015 – till date
Reporting to VP and General Manager

- ⇒ **Human Resource Management** – Heading overall centralized HR functions. Study the process and designed new Policy and process manual for HR department from scratch and ensure the availability and effective utilization of human resources for meeting the company's objectives.
- ⇒ **Recruitment** - Sourcing/ Screening & Selection/Orientation/ Responsible in assessing, sieving, and interviewing candidates for available positions and make referral of well-qualified and skillful applicants to the respective department managers in the organization along with Employee Relations/ Pre- & Post Hire Assessments
- ⇒ **Compensation & Benefits** - Attendance management and payroll administration. Tracking employee's salary and benefits. Computation of monthly salaries/ WPS payroll Processing/ calculating Leaves, vacation pay & Gratuity /Preparing salary statement /overtime calculation.

- ⇒ **Training and Development** - To manage and implement the induction, training and performance appraisal program as per schedule Career Path Development / Competency based Job Model/ Competency Workshop Facilitation & conduction/ Organizational Development/ Performance Management Facilitation.
- ⇒ **Management Representative** for the ERP system implementation and responsible for design and implementation of HR module in FOCUS ERP
- ⇒ **HR Administration** comprising of employee offer letters, employee database, salary letters, service letters, NOC and employment contracts, maintain complete / accurate personnel records.
- ⇒ **Job Design and Redesign**, design, develop and maintenance of job profiles
- ⇒ Well versed in **Dubai and JAFZA Labor Laws and Immigration Process.**
- ⇒ **Responsible** for end of service settlement of employees upon cancellation and / or resignation.
- ⇒ **Liaison** with Public Relations Officer for legal issues and ensures all issues are followed through to completion. Keeping track of the Visa, Emirates ID, contract expiration of all the employees and renew/ cancel timely manner
- ⇒ **Responsible for** all kind of insurance renewal such as employee's medical insurance, Property insurance, vehicle insurance/ WC/ TPL/ addition and deletion to the existence medical plans, accidental insurance and relevant claims and keeping track of expiry dates of company's insurance certificates.
- ⇒ **Responsible for** all kind of property rental, renewal, cancellation shifting and maintenance including staff accommodation, office space, warehouse
- ⇒ **Responsible for** Customer Management, Draft and amend sales related agreements and safe keeping for MENA region. Maintain security and confidentiality of sensitive information

Operations Manager - Executive Assistant & HR Administration Mediacom International LLC UAE
March 2008 till June 2015 - Reporting to MD and CEO

- ⇒ **Executive Assistant** to the MD & CEO, responsible for their calendar management, business travel, visa transport and accommodation arrangement, maintained the security and confidentiality of sensitive information. Cold calling and setting up appointments for dealers & Partners, draft amend sales agreements, maintain business relationship with customers, communicate with the customers & stakeholders behalf of MD & CEO
- ⇒ **Heading** HR and administration department with all aspects of HR operational functions for main office, branches and showrooms in Dubai and Abu Dhabi
- ⇒ **Responsible** for Purchasing, international logistics including import, export clearance by sea, air and land.
- ⇒ Schedule the Company P.R.O. with day today requirement and communicating with him for the progress of his work until completion
- ⇒ Draft, review and Implement Policies and Procedures of the organization, included training of the staff monitor the process and rewrite when required.
- ⇒ Creation and maintenance of HR infrastructure including HR Database Systems, Leave Database Management, Staff evaluation and performance appraisal using suitable formats based on the requirements.
- ⇒ **HR Administration** comprising of employee offer letters, employee database, salary letters, service letters, NOC and employment contracts, maintain complete / accurate personnel records
- ⇒ **Responsible** for end of service settlement of employees upon cancellation and / or resignation
- ⇒ **Well versed** with SCALA ERP

- ⇒ Compliance and keeping track with the updated UAE labor legislations.
- ⇒ Attendance management and payroll administration, WPS process. Tracking employee's salary, vacation and other benefits.
- ⇒ Processing and responsible for renewals of all types of insurances including group medical insurance and claims for the employees and processing and renewals of vehicle insurances. updation of the list, claims, cancelation and addition of employees and keeping track of expiry dates of company's insurance certificate
- ⇒ **Point of contact** for all operational matters in the organization

Assistant Manager – Sales & Operations Ceylon Royal Teas (PVT) LTD Sri Lanka June 2002 till March 2008
Reporting to MD and General Manager

- ⇒ **Executive Assistant** to the MD & GM, responsible for their calendar management, business travel, visa transport and accommodation arrangement, maintained the security and confidentiality of sensitive information. Maintain business relationship with customers, communicate with the customers & stakeholders behalf of MD & GM
- ⇒ **Review** Manpower requirement, conduct interviews, selection and recruitment together with HR Manager
- ⇒ **Manpower planning** as per the production requirement and responsible for their attendance, leave management, overtime management, processing payroll and monthly payment to ETF/ EPF
- ⇒ Creation and maintenance of HR infrastructure including HR Database Systems, Staff evaluation and performance appraisal using suitable formats based on the requirements
- ⇒ **Point of contact** of all overseas inquiries and responsible to respond to all the queries in timely manner which included arranging samples, tracking them until it delivered, submission of quotations and receiving orders from the customers
- ⇒ **Responsible to** prepare BOQ as per the confirmed Purchase orders, allocate available stocks and re-order as per requirement.
- ⇒ **Responsible** for all logistics matters of import, export by sea, air and land
- ⇒ **Internal Quality Auditor** and Implementation Team Member of ISO/ BRC/ HACCP quality certification

CREDENTIALS

- ⇒ Six Sigma Yellow Belt – July 2021 – Blue Ocean Academy - Dubai
- ⇒ CHRM April 2020 – Blue Ocean Academy/ ACI – USA
- ⇒ CHRP March 2020 – Blue Ocean Academy/ ACI – USA
- ⇒ UAE Labor Law March 2016 – Eminent Educational Institute - Dubai
- ⇒ Effective Business Communication Skill – January 2012 -Blue Ocean Academy - Dubai
- ⇒ CSICP – August 2009 – Carrier Institute Dubai - IPSCMI – USA
- ⇒ Diploma in Graphic Designing – May 2004 – Wijeya Graphics Sri Lanka
- ⇒ AAT Sri Lanka – 2003 Finance.
- ⇒ GCE A/L – 2001 (Mathematics/ Chemistry/Physics)
- ⇒ Diploma in Computer Programming – November 2000 – TEC Sri Lanka