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 **OBJECTIVES**

 **A Position in Customer Service**

 **A Position in Hotel**

 **A Position in Sales & Marketing**

 **A Position in Bank or**

 **Any other Suitable Position**

**PROFESSIONAL EXPERIENCE**

* **Senior Guest Relations Officer 2012 - Present**

**Dubai Marine Beach Resort and Spa**

* **Handling internal &external customers over the phone as well as over the counter.**
* **Ensure all records and documents are maintained as per standard laid down by the management.**
* **Allocating rooms, Escorting guest to Rooms & around the Hotel**
* **Maintaining records of V.I.P, Regular Guests arriving to the Hotel**
* **Handling Customer Complaints and inquires in the Hotel**
* **Customer Service Executive 2010 - 2012**

**HSBC Data Processing Lanka (Pvt) Ltd**

* **Handling International Customers (UK Based) regarding Account Opening Purposes.**
* **Verifying Customer details in order to open Accounts within the UK Branches**
* **Handling Customer complaints over the phone & resolve complex inquiries.**
* **Auditing the documents processed with regards to Account opening purposes.**
* **Maintaining an error tracking system in MS EXCEL for Internal Staff to guide the Management in recording of Quality Performances for employees.**
* **Sales Representative 2008 - 2010**

**Jumbo Electronics Llc Co -**

* **Handling customers over the Counter.**
* **Promoting & Selling all Brands of Electronics equipment’s (Eg:- Laptops,Accessories, Mobile Phones, Camera) to customers.**
* **Responsible for ordering new stocks to the Showroom.**
* **Keeping & maintaining records of existing and balance stock.**
* **Installing software’s to the newly purchased products (Eg: - Laptops, Computers etc.)**
* **Arranging Staff meeting to update staff members on new products, how to upsell existing products and resolving Customer complaints.**
* **Handling all product related and after Sales Service related queries from customers.**
* **Updating and Maintaining files in the IT Section for all the Accessories which includes Quantity, Prices, Descriptions.**
* **Sending Monthly, Weekly and Yearly Sales Reports to the Management.**
* **Customer Service Executive 2005 - 2008**

**HSBC Data Processing Lanka (Pvt) Ltd**

* **Handling Overdraft Payment process within UK Branches**
* **Handling International Customers (UK Based) regarding Overdrafts.**
* **Responsible of switching of Accounts from other Banks to HSBC Bank.**
* **Keeping Records of Internal Memo’s.**
* **Auditing all the work processed, related to overdrafts.**
* **Marketing Executive 2004 - 2005**

**Dhanusha Marine Lanka (Pvt) Ltd**

* **Supervised four Sales Assistants who worked under my Supervision.**
* **Organised Canvasing in Business Areas in order to uplift Sales to the Company.**
* **Handling of Business Promotions and Campaigns to promote new products.**
* **Participation of Business Conferences with Foreign Delegates.**

* **Reservations Clerk 2000 - 2004**

**Ceylon Continental Hotel**

* **Supervised three Reservation Clerks in the Department.**
* **Preparing their roster in order to run a Smooth Operation.**
* **Monitoring & guiding the quality of their calls & delivering feedback.**
* **Arranging trainings & workshops to enhance the standards of the Hotel.**
* **Handling internal &external customers over the phone to make bookings in the Hotel**
* **Handling, maintaining and filling guest information.**
* **Maintaining guest past and present records.**
* **Handling customer payment Data Base**
* **Front Office Executive 1998 -2000**

**Hilltop Hotel Kandy**

* **Handling internal &external customers over the phone as well as over the counter.**
* **Handling, Check-ins & Check-outs for all the guests in the Hotel.**
* **Allocating rooms for V.I.P, Regular and Special Guests before guest arrivals.**
* **Maintaining records of V.I.P, Regular and all guest of the Hotel.**
* **Handling customer payment Data Base.**

**RELATED COURSE WORK**

* **Diploma in Computer Studies of Informatics Information Computer Centre – Kandy 1995**
* **MS WORD**
* **MS EXCEL**
* **MS POWERPOINT**
* **MS ACCESS**
* **Completed Three Basic Level courses conducted by the Ceylon Tourist Board**

**BASIC LEVEL HOUSEKEEPING 1999**

**BASIC LEVEL RECEPTION 1997**

**BASIC LEVEL FOOD & BEVERAGE 2001**

* **Completed I.E.L.T.S Examination conducted by the British Council in 2002**

**ACHIEVEMENTS**

* **I have been awarded as a “Best Performer” of the Month in many occasions at HSBC**

**.**

* **I have been awarded as a “Recognition of Excellence” in HSBC**
* **I was also awarded the “Buddy Award” for the highest number of Volumes processed within the Team.**
* **I was also a Team Member of my Previous Process which received “The Team of the Quarter”.**

 **EDUCATIONAL QUALIFICATION**

* **G.C.E Ordinary Level Examination - 1992**

 **Subjects Grade**

**English D**

**Sinhala Language C**

**Mathematics C**

**Buddhism C**

**Social Studies C**

**Music S**

**Science S**

* **G.C.E Advance Level Examination - 1996**

 **Subjects Grade**

 **Pure Mathematics S**

 **Applied Mathematics S**

**LEADERSHIP AND SPORT ACVITIES**

* **I was a Member of the Anti-Social Drug Society (ASDS) of the School 1992**
* **I am a Member of the Next Gen Community group as a ‘Spark’ Which**

**Involves in development of Community activities 2011**

* **I am also a Team Member of the Environment, Cultural & Sport Committee**

**in HSBC 2011**

* **I am a team member of the Compliance Handling Team 2011**

**VOLUNTEER AND COMMUNITY WORK**

**Volunteer: Green Camp (Project initiated by Environmental Committee) in HSBC in Sri Lanka -**

 **2010**

**Volunteer: Dengue Prevention Week (Project initiated by the Environmental Committee) - 2010**

**Volunteer: Beach Clean Up (Project initiated by the Next Gen Sparks Team) - 2011**

**Volunteer: Tree Planting Camp (Project initiated by the Social & Cultural Committee) - 2011**

**Volunteer: Kanneliya Forest Clean Up (Project initiated by the Social & Cultural Committee) - 2012**

**Volunteer: Donate Blood (Project initiated by the Next Gen Sparks Team ) - 2012**