

RESUME



Hiruni Dilshani Walpolage



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Contact info:

Address

PO Box : 11552
Dubai - UAE

Skills

Employee Relationship
Customer Service
Project Management
Revenue Management
Communication skills
Relationship building
Interpersonal skills
Data entry.
Multi-tasking

Curricular Activities

Swimming
Girl guiding

Education

Currently following a BBA in
Transmind Institute of
Training and Development

Personal Details:

Nationality: Sri Lankan
DOB: 02-06-1995
Marital Status: Single

ABOUT ME:

A confident, self-motivated, positive minded employee, creative & adaptable, friendly and physically fit and focused on providing consistently higher standard of customerservice and have a genuine interest in Teaching, Front deskmanagement, Customer care & other tasks etc. Able to handlecomputer (MS word, MS office), write and read perfect Englishand behalf of that able to speak 3 languages (English, Hindi, Sinhala). I am excellent at working with others to achieve a certain objective on time. In the future I am looking forward toWork in a friendly company/environment and team.

QUALIFICATION SUMMARY:

- Strong knowledge of OPERA system for both Reservation and Front office
- Upselling strategies for both online & offline bookings

EDUCATIONAL SUMMARY

- Following BBA in Transmind Institute of Training and Development
- Advanced Diploma - In Airline Fares / E -Ticketing, Marketing, Reservation, GDS, Airport Operations & Cargo 2015.
- Diploma In Insurance 2014
- Apply-Board Counsellor Course – United Kingdom – February 2022
- Apply-Board Counsellor Course – USA & Canada – May-2022

COMPUTER LITERACY

- Well verse in OPERA/ OPERA Cloud
- Ms. Office tools (Word, Excel & Power point, outlook)
- Engines (Google, Yahoo).
- Expert in handling booking engines like Booking.com, Expedia, Agoda and all Direct connectivity engines

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PROFESSIONAL SUMMARY

Cluster Reservation Officer: Jood Hotel Apartments (Pre Opening)- Al Majid Property Division **(April 2023 - till present)**

- ❖ Handling two properties – Port Saeed – Deira
- ❖ Coordinating sales & marketing
- ❖ Handling contracts (Leisure & Corporate)
- ❖ Checking Reservations Online (Etc. - Booking.com, Expedia.com). All two properties
- ❖ Overseeing changes to original reservations and managing exchanges and refunds.
- ❖ Monitoring reservations schedules and cancellations and no-shows.
- ❖ Reading and interpreting the reservation.
- ❖ Answering incoming calls and giving satisfactory replies to customer inquiries and complaints.
- ❖ Conducted up-selling techniques to make a more profitable sale.
- ❖ Checking Arrivals, Charging CC

Cluster Reservation & Revenue Officer: Millennium Hotels & Resorts – (Nov 2022 – April 2023)

Joined Millennium Cluster Atria Hotel as Cluster Reservation Officer 2022 November till present handling three properties – Al Barsha – Montrose - Atria

- ❖ Handling three properties – Al Barsha – Montrose - Atria
- ❖ Checking Reservations Online (Etc. - Booking.com, Expedia.com). All three properties
- ❖ Overseeing changes to original reservations and managing exchanges and refunds.
- ❖ Monitoring reservations schedules and cancellations and no-shows.
- ❖ Reading and interpreting the reservation.
- ❖ Answering incoming calls and giving satisfactory replies to customer inquiries and complaints.
- ❖ Conducted up-selling techniques to make a more profitable sale.
- ❖ Checking Arrivals, Charging CC

Senior Business Development Executive: Pacific Edu Consultancy – (Jan 2021 – Oct 2022)

- ❖ Student Consulting.
- ❖ Handling Students visa process till the last step.
- ❖ Provide accurate information regarding the study abroad programs, courses, colleges and universities and countries like USA, Brazil, Canada, China, Denmark, Germany, Ireland, Italy, Latvia, Singapore, Malta, Australia, New Zealand, UK, Ireland, Rest of Europe), Malaysia, Japan, South Korea, Mauritius
- ❖ Advise students on application procedures, visa applications, applying for accommodation and preparing students for their studies overseas.
- ❖ Counsel students regarding abroad education opportunities such as regarding Country, Course, Universities, and programmer selection, and career planning
- ❖ Ensure admission and visa procedures along with accommodation and travelling done within deadlines.
- ❖ Handling social media & Call Inquires.
- ❖ Keeping up to date with alterations to immigration laws.
- ❖ Zoom Meeting with Deputy Head and the Management.
- ❖ Coordinating with universities in different countries for agreements.
- ❖ Assisting clients with the completion of paperwork and ensuring that this is submitted on time.

Cluster Reservation Agent: Grand Excelsior Al Barsha Hotel (Feb 2020 - Jul 2020)

- ❖ Checking Reservations Online (Etc. - Booking.com, Expedia.com).
- ❖ Overseeing changes to original reservations and managing exchanges and refunds.
- ❖ Monitoring reservations schedules and cancellations and no-shows.
- ❖ Reading and interpreting the reservation.
- ❖ Answering incoming calls and giving satisfactory replies to customer inquiries and complaints.
- ❖ Checking Reservations Online (Etc. - Booking.com, Expedia.com).
- ❖ Conducted up-selling techniques to make a more profitable sale.

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- ❖ Scheduling Appointments & Cashiering etc.
- ❖ Administrative work
- ❖ Handling emails, posts, Letters
- ❖ Overseeing changes to original reservations and managing exchanges and refunds.
- ❖ Monitoring reservations schedules and cancellations and no-shows.
- ❖ Reading and interpreting the reservation.
- ❖ Answering incoming calls and giving satisfactory replies to customer inquiries and complaints.
- ❖ Checking Reservations Online (Etc. - Booking.com, Expedia.com).
- ❖ Conducted up-selling techniques to make a more profitable sale.

Reservation Agent & Receptionist: Holiday Inn Express Hotel Airport - (Apr 2018 – Feb 2020)

- ❖ Mainly handling Terminal 3 Emirates, Fly Dubai passengers & other Airlines passengers in Terminal 1 & 2.
- ❖ Handling reports of Department of Tourism and Commerce Marketing (DTCM)
- ❖ Handling Incoming & Outgoing calls
- ❖ Handling the orders of the company
Dealing with cash etc

Senior Bank Assurance Officer: LOLC (Finance company in the UAE) Jan 2017 – Jan 2018

- ❖ Provide scripts to read during phone calls.
- ❖ Handle major incidents that cannot be resolved by agents.
- ❖ Resolve complaints and order issues.
- ❖ Ask customers to provide feedback on agents and customer service experience.
- ❖ Keep abreast of new company products and services.
- ❖ Analyze data and statistics.
- ❖ Compile and print reports on overall customer satisfaction.
- ❖ Isolate and identify areas of improvement.
- ❖ Train agents on how to adequately address problems over the phone or how to write correspondence.
- ❖ Work with management on customer service initiatives.
- ❖ Utilize social media to respond to customer complaints and praise.
- ❖ Supervise customer service managerial staff.
- ❖ Checking Arrivals, Charging CC

Sales Assistant: Alliance Insurance (Jan 2016 - May 2016)

Call center Agent: Bell Vantage (Training May 2012 – May 2013)

CERTIFICATES & ASSIGNMENTS

- ❖ Successfully completed an Intercontinental hotel group-IHG True Hospitality
- ❖ Skill Successfully completed an Intercontinental hotel group. Front Office Professional
- ❖ Successfully completed an Intercontinental hotel group -IHG Problem Handling
- ❖ Successfully completed an Intercontinental hotel group -IHG Problem Resolution

References

Valid references will be provided upon request.

Declaration:

The above information is true to the best of my knowledge and assures you that could serve up to your expectations if provided an opportunity.

Thank you
Hiruni Dilshani Walpolage