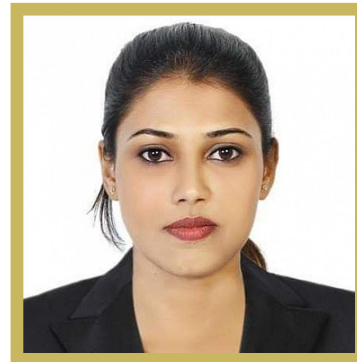


SUDEERA DHARMAKEERTHI

Current Address Al Mankhool, Bur Dubai, UAE
Permanent Contact +971589375264
Email address sudeera55555@gmail.com
Visa Status: Resident Visa



PROFESSIONAL QUALIFICATION & ACADEMIC CREDENTIALS

Particulars

2008 - 2009

G.C.E Advance Level - pass with 3 Ordinary passes,
Homagama Central Collage - Colombo , Sri Lanka

2006 – 2007

G.C.E Ordinary Level - pass with four credits
Wijayawardena maha vidyalaya – Kiriwaththuduwa Colombo , Sri Lanka

PROFILE SUMMARY

Highly motivated and enthusiastic professional with experience in Sales, Accounts, Admin, processes, and procedures. Reasonable understanding of management of account payable, account receivable and Book-Keeping services, Instrumental in streamlining office functions. Quick learner, able to analyze situation and provide innovative solutions. Consistently exceed challenging organizational expectations. Core skills include

- | | | |
|----------------------|----------------------|--------------------------|
| ❖ Sales Operations | ❖ Payment Processing | ❖ Office Administration |
| ❖ Workplace Ethics | ❖ Book-Keeping | ❖ Customer Relationships |
| ❖ Invoice processing | ❖ VAT | |

PROFESSIONAL EXPERIENCE



شرف للصرافة
Sharaf Exchange

Sharaf Exchange LLC Dubai, UAE (November 2020 – PRESENT)

I am **Currently** Working in **Sharaf Exchange**, as **Operations coordinator**. I am responsible for all the Day to Day operations of Head-office, which includes Coordination with Customers and Liaison with all other connected departments.

Responsibilities

- ❖ Assisting Managers in day-to-day coordination and management of business operational activities.
- ❖ Monitor, control and manage business operations to meet customer expectations and company goals.
- ❖ Coordinate and manage project tasks to ensure project delivery within allotted timelines.
- ❖ Build and maintain strong customer relationship through regular meetings and communications.
- ❖ Ensure compliance with company standards and procedures.
- ❖ Maintain clear and accurate operations documents/procedures for reference purposes.
- ❖ Make myself available every time for new joiners to take a leading role in their training and development.
- ❖ Ensuring that there would be a zero error Policy in all the associated transactions.



AL AIN Al Ain Hotel Apartments Ajman, UAE (December 2017 - April 2020)

I was Worked in **Al Ain Hotel apartments**, as **Front Office Receptionist**. I am responsible for all the Day to Day operations of Front-office, which includes Coordination with Guests and all other connected departments.

- ❖ Welcome and greet guests with great courtesy.
- ❖ Answer telephone calls and transfers these to guestrooms.
- ❖ Inform guests of hotel rates and services.
- ❖ Manage room reservations using a computerized reservations system.
- ❖ Register and check guests in
- ❖ Ensure that guests are settled comfortably in their rooms, makes necessary adjustments if needed
- ❖ Maintain clear and accurate records of guest room bookings.
- ❖ compute all guest billings, accurately post charges to guest rooms and house accounts.
- ❖ Listen and respond to guest queries and requests both in-person and by phone.
- ❖ Complete and maintain any incident reports, daily activity reports or other reports requested by management.
- ❖ Prepare bills, handle and process checkouts, take payments
- ❖ Inform housekeeping when rooms have been vacated and are ready for cleaning monitor.
- ❖ Enforce rules and policies of the hotel.
- ❖ Maintain a neat and orderly front desk and reception area.
- ❖ Deal with complaints and problems.



HPA Enterprises Colombo Sri Lanka (2012 - 2016)

I was Worked in **HPA Enterprises**, as **Front Office Receptionist cum Accounts Assistant**.

- ❖ Welcome and greet guest..
- ❖ Issue Invoice
- ❖ Following payments.

PROFESSIONAL SKILLS AND CONTINUED PROFESSIONAL DEVELOPMENT

- ❖ MS Office applications
- ❖ Excellent communication and prioritization skills.

PERSONAL DATA

- ❖ Date of Birth February 25th 1990
- ❖ Father's Name Dharmasiri.
- ❖ Nationality Sri Lankan

EXTRA CURRICULAR

- ❖ Event Management
- ❖ Sports and Travelling

LANGUAGES KNOWN

- ❖ ENGLISH
- ❖ HINDI
- ❖ ARABIC
- ❖ SINHALA