




Resume

I am dynamic, passionate and highly efficient person who is a self-starter, who can anticipate the needs of the guest and respond with direction to provide unwavering support. Exceptional customer service skills, knowledgeable and ability to work well under pressure and juggle multiple tasks and meticulous attention to details.

Personal details

 Ms. Chathuni Umesha Nirmani
Athapaththu Hewage

 chathuniu@yahoo.com

 +971551607408

 Electra street
00000 Abu Dhabi

 December 24, 1996

 Sri Lanka

 No

 Female

 Sri Lankan

 Single

Profile

- Good communication and persuasion skills
- Energetic and attractive performance
- High motivation , Creative problem solving
- Able to make conversation politely
- Proficiency with computer application
- Good customer service skills
- Ability to work in a term and to work under pressure
- The ability of good leadership

Education

Jan 2012 - Dec 2013

Ordinary level Examination

Jennath International School, Galle

Passed

Jan 2014 - Dec 2016

Advanced level (language stream French)

JMC International School, Kandy

Passed

Employment

Feb 2020 - 2024

Front Office Supervisor

City Season Al Hamra, Abu Dhabi

- Handling the Billing and Payment systems with Hotel Management Software Opera & Infrasy
- Assist and Escorting guest to Check-in and Check-out process and make sure their stay is comfortable with us.
- Lobby Ambassador & Guest Relation Office
- Handling Guest Complain and Telephone calls
- Supervises all the guest service staff to ensure all the guests are assisted with any service issues queries an complaints
- Handling ADNOC OIL ANG GAS related booking cooperating with ADNOC management
- Handling reservation department tasks.
- Enroll guest to loyalty program (City Plus)

Jan 2018 - Jan 2020

Telephone switch board & CID Agent

Mafrag Hotel, Abu Dhabi

- Answer incoming & outgoing calls.
- Handle the CID system.
- Performs all the wakeup call procedures.
- Provide all the hotel information to the guest.
- Handling the emergency issues with fire alarm.
- To be fully aware of and adhere of health and safety, fire and bomb threat procedure

2016 - 2018

Front Office - Service Associate

Amari Galle, Sri Lanka

- Lobby Ambassador & Guest Relation Office
- Handling Guest Complain and Telephone calls
- Handling the Billing and Payment systems with Hotel Management Software Opera & Infrasy

Achievements

- Delivery of Outstanding Guest Services – Award – October 2017 – Amari Galle Sri Lanka
- Knowledge of Infrasy & Opera system & Wish net.
- Fluent in Computer Skill.
- Achieved employer of the month on November 2020

References

Mr. Abraham Teresa

Director HR Manager, City season Al Hamra & Bin Ham Travels, Abu Dhabi
+971 52 827 2632, abraham.tesera@cityseasonshotels.com

Mr. Mazen Saaman

Front Office Manager, Golden Tulip Hotel Abu Dhabi, Abu Dhabi
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