

ERANGI THASHILA DANUSHI BOGODA



CONTACT DETAILS

Address:

Business Bay, Dubai

Phone:

+971 522242467

Email:

erangithashila96@gmail.com

Date of Birth:

28th of December 1996

Nationality:

Sri Lankan

Marital Status:

Single

LANGUAGE SKILLS

English – Fluent in speaking & writing

Sinhala – Fluent in speaking & writing

PROFESSIONAL SUMMARY

As a young Energetic person with exceptional planning, management, administration skills with experience that I have gained, to become a part of the organization where I can apply my knowledge to enhance my skills and be able to contribute growth and success of the organization.

WORK EXPERIENCE

Emirates Grand Hotel Apartments – Dubai, U.A.E

Front Desk Agent**11/2019- Present****Responsibilities:**

- Give warm welcome to guest on arrival and register them as well as issuing room keys
- Take payment and post accurately to guest accounts
- Updating all information given by guest on the registration card while check in
- Scan passports/Id cards of guest on arrival and update the CID system
- Escorting guest to their rooms on arrival, explaining all features and facilities
- Handle cash, travelers' cheques and foreign currency exchange
- Maintain cashier float and ensure accurate daily report of money receive
- Attend to guest's complains, inquiries and request respond to them or refer to supervisor
- Attend the hand over briefing at the beginning of each shift
- Communicate with other departments in a friendly and professional manner
- Monitor and maintain cleanliness, sanitation of work areas
- Sell rooms to walk in guest at the maximum rate possible
- Maintain the privacy of all guests by ensuring that no details of the guests disclosed to anybody.
- Update all information given by guest on the Registration Card on check in into the Opera system making sure that all required information has been provided
- Scan the passport every guest on arrival and save the data correctly for CID report.
- Attend the daily handover briefing at the beginning of each shift.
- Identify and anticipate guest needs and assist in any possible way.
- Open safe deposit boxes for guest ensuring that details and signatures on the record card are completed and correct.

KEY SKILLS

- Excellent communication and interpersonal skills
- Self-motivated and target oriented
- Strong planning & organizing
- Leadership and team work
- Multitask and good time management

SOFTWARE SKILLS

- Opera system knowledge
- DTCM with red berry system
- PMS system knowledge
- Microsoft office (MS excel /word/Outlook)

HR Coordinator Cum Admin Assistant

11/2017 – 11/2019

Responsibilities:

- Medical approvals and insurance applying & renewal for the staff.
- After recruitment of new employees, introduce them to about Company, referring to the relevant departments and handling.
- Preparing Staff Leave Applications, Staff Contract Renewal Applications & Memos etc.
- Dealing of Labor laws and applying the laws for company benefits.
- Preparing Staff Duty Roster Daily Sales Report & Hotel statistics report of Monthly.
- Follow up with PRO for staff visa renewal procedures.
- Conflict resolution on employees and cordial answers to employee issues.
- Arranging with P.R.O, Company Trade license, Company Vehicle License Renewal procedures.
- Arranging annual Leave for employees on the entitled time & arranging annual air tickets for employees.
- Checking the daily attendance of Employee with each department heads.
- Opening & Updating all personal staff files & Attaching the valuable & legal company document Properly.

Accounts Assistant

11/2017 – 11/2019

Responsibilities:

- Secures financial information by completing database backups.
- Issuing and submitting customer Purchase Order, Inquiry, Quotation and Invoice based on inputs from managers and service delivery reports in a timely manner.
- Reviewing accuracy and adequacy of supporting information prior to submitting invoice.
- Generating invoice, purchase order, inquiry, quotation number and record details on accounting system.
- Preparing and review financial reports.
- Monitoring cash flow/petty cash.
- Receivable & Payable handling
- Paying the office utility bills and others as required.

EDUCATION

- Passed the G.C.E O/L (2012) and A/L(2015) Examinations respectively.
- Successfully completed “A Rain of English” course in Sri Lanka. (1 ½ years)
- Successfully completed an English course of “One World Foundation”, in Sri Lanka, certified by **NAITA**. (03 months)
- Successfully completed a computer course of MS Office and Graphic Design in Sri Lanka, Certified by **IPS**. (06 months)

DECLARATION

- I hereby declare that the above given information is correct to my Best of knowledge and belief.

Erangi Thashila Danushi Bogoda