





# I. D. NADEESHA MADUSHANI THILAKARATHNA

## PERSONAL DETAILS

 [okithi94@gmail.com](mailto:okithi94@gmail.com)

 +94 58 2466740

 No: 410, Block C, ROK Building DIP 01

 27th June 1994

 Female

 Sri Lankan

## LANGUAGE PROFICIENCY

- Fluent in English

## SKILLS

- Customer service excellence with strong interpersonal communication.
- Proficiency in financial reporting, forecasting, and tax preparation.
- Efficient handling of administrative tasks, including call management and correspondence.
- Analytical skills for financial risk analysis and business planning.
- Multitasking and organizational skills with a focus on accuracy and deadlines.
- Technologically proficient with an aptitude for learning new systems.

## PROFESSIONAL SUMMARY

A dedicated and detail-oriented professional with experience in reception and accounting, excelling in customer service, administrative support, and financial management. Adept at multitasking, problem-solving, and fostering positive relationships with clients and team members. Fluent in English with a proactive approach to achieving organizational goals.

## EDUCATION

**Nissanka National College**

- Passed GCE (Advanced Level) – 2013

## WORK EXPERIENCE

**Housekeeper**

**Abar Hotel Apartment**

*June 2024 – December 2024*

- Maintained spotless cleanliness in guest rooms and public areas.
- Replenished room amenities and supplies efficiently.
- Managed laundry services, ensuring timely delivery of fresh linens.
- Addressed guest requests promptly, providing exceptional service.
- Followed health and safety standards to maintain a hazard-free environment.

**Receptionist**

**Al-Amana (Pvt) Ltd, Sri Lanka**

*February 2021 – May 2024*

- Welcomed visitors with professionalism and warmth.
- Managed security and telecommunications systems to ensure seamless operations.
- Responded to inquiries and complaints through phone, email, and general correspondence.
- Directed calls and messages to appropriate departments efficiently.
- Supported administrative operations, contributing to a smooth office environment.

**Accountant**

**Athugala Investments, Sri Lanka**

*March 2017 – December 2020*

- Prepared accounts, tax returns, and comprehensive financial reports.
- Conducted audits of financial information to maintain accuracy and compliance.
- Developed and analyzed business plans and budgets for strategic decision-making.
- Provided tax planning services aligned with current legislation.
- Executed financial forecasting and risk analysis for business growth.
- Presented detailed financial insights to stakeholders to enhance transparency.