



DE SILVA

Front Desk Agent

Experienced Front Desk Agent with excellent customer service skills and a strong background in hospitality. Highly organized and proficient in booking reservations and managing customer inquiries. Professional Front Desk Agent with solid customer service experience and outstanding communication skills. Skilled at resolving customer complaints, answering inquiries and providing information.

Work Experience

Crn Analyst, Mr. Carpet , Ajman City UAE

April 2021 - Present

- Mentored and trained new employees on company policies and procedures.
- Provided support for customers by addressing complaints quickly and efficiently, displaying exceptional customer service skills.
- Managed daily operations including scheduling and budgeting, exhibiting excellent multitasking capabilities.

Front Office Supervisor, NAKHEEL VILLAGE, Saudi Arabia

April 2014 - December 2020

- Developed a checklist and training program for all front office staff members.
- Managed the online bookings system, ensuring availability and accuracy.
- Represented the company in customer complaints, resolving disputes to the satisfaction of all parties.
- Maintained accurate records of all customer transactions.
- Interacted with customers in a professional and courteous manner, providing exceptional service.

Education

G.C.E , ST. ANTHOY'S COLLEGE (11)

May 1994 - March 2006

References

MR. George , NAKHEEL VILLAGE
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stafani, Mr. Carpet
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Personal Info

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- yithanagedesilva1988@gmail.com
- AL rola Ajman , Ajman City, 0000, UAE

Nationality
SRILANAKA

Date of birth
1988/9/07

Skills

- ☐ Flexibility
- ☐ Problem Solving
- ☐ Customer Service
- ☐ Communication Skills
- ☐ Leadership
- ☐ Adaptability
- ☐ Attention to Detail
- ☐ Organizational Skills
- ☐ Problem-solving
- ☐ Interpersonal skills

Languages

- ☐ English
- ☐ Arabic
- ☐ Hindi