

# MANJULA WICKRAMASINGHE VITHARANA

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Location: Al Rashidiya – Dubai, United Arab Emirates

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## PROFESSIONAL SUMMARY

Results-driven Supervisor and Customer Service professional with extensive experience in managing teams, ensuring customer satisfaction, and optimizing service operations. Adept at handling customer inquiries, resolving conflicts, and implementing efficient processes to enhance customer experience. Strong leadership, communication, and problem-solving skills with a proven track record in retail, hospitality, and service industries.

## WORK EXPERIENCE

### SUPERVISOR CUM CUSTOMER SERVICE

#### CROWNE PLAZA HOTELS & RESORTS

Kuwait, Al-Farwaniya Airport Road Kuwait City, 81006-Kuwait (Nov 2005 – Jan 2025)

- Managed daily hotel operations, ensuring seamless guest experiences and service excellence.
- Supervised front desk, housekeeping, and food & beverage teams to maintain operational efficiency.
- Handled guest inquiries, complaints, and special requests professionally to ensure satisfaction.
- Trained and mentored staff, improving performance and customer engagement.
- Coordinated with different departments to enhance service quality and operational effectiveness.
- Implemented hotel policies, safety regulations, and hygiene standards to ensure compliance.
- Managed reservations and oversaw check-in/check-out processes efficiently.
- Developed strategies to boost hotel revenue through upselling and promotional offers.

### SALES EXECUTIVE

Automation- Sri Lanka, Abans Office (Oct 2002 – Oct 2005)

- Promote and sell mobile phones, accessories, and credit card services to customers.
- Develop and maintain strong relationships with clients, ensuring repeat business.
- Achieve and exceed monthly sales targets by implementing effective sales strategies.
- Provide product demonstrations and educate customers on credit card benefits.
- Coordinate with banks and financial institutions to facilitate seamless credit card approvals.
- Conduct market research to identify customer needs and trends.

## EDUCATION

### ADVANCE LEVEL COMPLETED

1993 to 1996, Sri Lanka (High School)

### ORDINARY LEVEL COMPLETED

1990 to 1993, Sri Lanka (Secondary School)

## **SKILLS**

- Customer Service Excellence
- Team Supervision & Leadership
- Conflict Resolution & Problem-Solving
- Sales & Business Development
- Complaint Handling & Resolution
- Process Improvement & Efficiency
- Staff Training & Development
- Cash Handling & POS Operations
- Performance Monitoring & Reporting

## **SEMINARS & TRAININGS**

**Australian University of Kuwait Complete the English Course**

**Completed course on Fitness Supervisor**  
(Crowne Plaza, Edge Fitness Centre, Kuwait)

**Professional Lifeguard, Water Park Lifeguarding, Swimming Pool Operator, Water Front Lifeguard** (American Lifeguard Association)

**Certified First Aider - completed basic First Aid**  
(Kuwait Red Crescent Society for First Aid)

**Certified Lifeguard CPR/AED for Professional Rescuer On (Renewed 2023 -2025)**  
(American Lifeguard Association)

## **PERSONAL DETAILS**

- Nationality: Sri Lanka
- Date of Birth: 22/11/1977
- Gender: Male
- Marital Status: Married
- Passport No: N7578543
- Visa Status: Visit Visa