



# Thilini Senanayake

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Al Nahda, Sharjah, UAE 

Own Visa 

Enthusiastic and results-driven professional with a strong background in hospitality and administration. Committed to delivering outstanding customer service and fostering a positive atmosphere for both guests and team members. Skilled in multitasking and maintaining organization in fast-paced environments. Passionate about teamwork and dedicated to ensuring every individual feels valued and cared for.

## Work Experience

### Cashier

Mar 2022 – Jul 2024

#### The Epitome Hotel – Sri Lanka

- Handled various forms of payment and provided change or receipts.
- Provided excellent customer service, addressing inquiries and ensuring satisfaction.
- Balanced cash register at the beginning and end of shifts.
- Promoted specials and upsold additional items.

### Receptionist

Feb 2021 – Feb 2022

#### Hotel Kroll Village – Sri Lanka

- Greeted guests upon arrival with professionalism and warmth.
- Addressed guest inquiries with patience and professionalism, adapting to individual needs and preferences.
- Coordinated with various departments to ensure smooth operations, improving teamwork and problem-solving skills.
- Managed phone calls, emails, and other communications promptly and courteously.
- Maintained the cleanliness and organization of the reception area.

### Administrative Assistant

Mar 2020 – Feb 2021

#### Greenway Agencies – Sri Lanka

- Organize and maintain office files, records, and documents for easy access.
- Answer phone calls, respond to emails, and handle correspondence efficiently.
- Manage calendars, schedule appointments, and arrange meetings for executives or team members.
- Input and update data into databases and ensure records are accurate.
- Prepare reports, presentations, memos, and other documents using software like Microsoft Word, Excel, and PowerPoint.

## Education

Bachelor of Science in  
Hospitality Management  
(Hons)

Lincoln University College – Malaysia  
2018 – 2020

Higher National Diploma  
in Tourism & Hospitality  
Management

Sri Lanka Institute of Advanced Technological Education  
2017 – 2020

## Skills

- Customer Service
- Communication
- Organization
- Patience & Adaptability
- Team Work & Collaboration

## Expertise

- Customer Handling
- Cash Handling
- Multi Tasking
- Administrative Tasks
- Proficiency in MS Office

## Languages

- English (Fluent)
- Sinhala (Fluent)
- German (Basic)