NAVODA KALPANEE

Phone	Email	Address
056-89-38-027	kalpaneen28navo@gmail.com	Dubai - UAE

PROFILE SUMMARY

Dynamic and customer-focused professional with extensive experience in front office, sales, and cashier roles. Proven ability to manage reservations, handle transactions, assist clients, and provide exceptional service. Strong communication, problem-solving, and organizational skills with a commitment to enhancing customer satisfaction and operational efficiency.

WORK EXPERIENCE

Cashier & Sales | Premium Cellar – Ras Al Khaimah, UAE

04/2023 – Present

- Processed customer transactions accurately, handling cash and cards.
- Assisted customers with product selection and purchase decisions.
- Maintained organized cashier station and ensured smooth operations.
- Managed inventory, restocked shelves, and ensured product availability.
- Provided exceptional customer service, ensuring satisfaction and retention.

Front Office Receptionist And Reservation Executive

2022 – 2023

Barrcuda Beach Resort –Umm Al Quin – UAE

- Managed guest check-ins, check-outs, and reservation inquiries efficiently.
- Coordinated room bookings, ensuring accurate data and availability.
- Handled guest requests, providing personalized service and assistance.
- Processed payments, maintained records, and ensured guest satisfaction.

Guest Relations Officer (GRO) | Hilton Hotel – Colombo , Sri Lanka

01/2020 - 05/2022

- Delivered exceptional customer service, addressing guest inquiries promptly.
- Coordinated guest reservations, check-ins, and check-out procedures efficiently.
- Resolved guest complaints, ensuring satisfaction and retention.
- Managed guest feedback, ensuring continuous service quality improvement.

HR Executive | Keson Holdings Pvt Ltd – Sri Lanka

01/2017 – 12/2019

- Managed recruitment, onboarding, and employee orientation processes efficiently.
- Administered employee benefits, payroll, and compliance with regulations.
- Conducted performance evaluations, training programs, and employee development.

Office Assistant | Keson Holdings Pvt Ltd – Sri Lanka

01/2016 – 01/2017

- Managed office supplies, ensuring timely availability and inventory control.
- Coordinated schedules, meetings, and office communications efficiently.
- Handled correspondence, filing, and data entry with accuracy.

PROFESSIONAL SKILL

- Customer Service
- Sales Optimization
- Transaction Handling
- Cash Management
- Problem Solving
- Time Management
- Communication Skills
- Problem-Solving
- Multitasking
- Team Collaboration
- Time Management
- Data Entry & Documentation

EDUCATION

GCE ORDINARY LEVEL EXAMINATION
DEPARTMENT OF EDUCATION, SRI LANKA

GCE ADVANCED LEVEL EXAMINATION
DEPARTMENT OF EDUCATION, SRI LANKA
HIGH SCHOOL

LANGUAGES

- English
- Hindi
- Sinhala

PERSONAL

Date of Birth : 28th June 1996
Nationality : Sri Lankan
Gender : Female
Civil Status : Single
Passport No. : N7037782
Visa Type . : Employment Visa