

# UTHPALA SAMARASEKARA

**Immediate Joiner**

**Visit Visa**

**Mobile +971 52591 8564**

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## OBJECTIVE:

Dynamic and result-oriented professional with 04 years of experience in Help Desk Support, Data Encoding and Front office professions. Provides support to senior and high-level officials to ensure compliance with company objectives and collaborates well with all organizational levels. I'm looking for a highly challenging and dynamic work environment in which I will be able to enhance my professional skills

## JOB EXPERIENCE:

■ ■ HELP DESK & DATA ENCODER	SHANGRI-LA HOTELS	03 YEARS
■ ■ RECEPTIONIST	WHEELS PVT LTD	01 YEAR

## EMPLOYMENT HISTORY:

**Help Desk & Data Encoder, Shangri-La Hotels**  
**2018 November – 2021 October | Sri Lanka**

### Help Desk

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

## **Data Encoder**

- Accurately and efficiently encode all three shopping malls reward system data that needs for the member accounts such as GWC Singapore, Tanglin mall Singapore & OGF Sri Lanka etc.
- Maintain the data system and ensuring all information is correctly recorded.
- Supervising other encoders work.
- Reporting errors to management.
- Adhere to and meet set schedules and deadlines.
- Keeping records of database information
- Collecting information from customers and clients
- Transferring physical records into a digital filing system
- Generating periodic reports
- Evaluating and approving Purchase Orders (PO)s

## **Receptionist, Wheels PVT LTD**

**2017 August - 2018 August | Sri Lanka**

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Keep updated records of office expenses and costs
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

## **EDUCATIONAL QUALIFICATION:**

### **Intermediate examination, Association of Accounting Technicians Sri Lanka | 2017 – 2018**

□ Successfully completed the **Intermediate examination in Accounting.**

Advanced Financial Accounting	Pass
Cost Accounting & Reporting	Conversion Pass
Business Law & Ethics	Pass
Business Management & Strategy	Pass

### **Diploma In Office Application, IDM Computer Studies Sri Lanka | 2016 – 2017**

□ Successfully completed the **Diploma with a DISTINCTION pass**

- MS Word
- MS Excel
- Power Point

## **SKILLS:**

- Effective communication
- Meeting Scheduling
- Decision-making
- Creativity
- Data Entry 40WPM
- Presentation Skills
- Quick thinking
- Attention to detail

## **PERSONAL DETAILS:**

- Nationality - Sri Lankan
- Language - English – Speaking / Reading / Writing - (Fluent)
- Visa Status - Visit Visa, Valid till 10<sup>th</sup> February 2022
- Date Of Birth - 07<sup>th</sup> September 1997
- Location - Internet City, Dubai, UAE

## **REFERENCES:**

Edison Tan  
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Help Desk/ IT Manager  
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