

Nuwan Kalinga



Date of birth: 28/05/1981 | **Gender:** Male | **Nationality:** Sri Lankan

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Resident: Al Khaleej bldg, Al Rigga, UAE

WORK EXPERIENCE

Operation Manager

Sasha Transit Hotel

05/03/2018 – 11/04/2021

Katunayake, Sri Lanka

- manage all departments of the hotel
- coordinate sales-marketing with travel agents (inbound/outbound) & corporate sector
- handling all OTA & booking platforms
- people management
- following up all standard and safety precautions in order of the property
- attending to queries & complaint arise in the hotel
- promote culture of excellence in guest caring

Front Office Manager

Sasha Transit Hotel

02/11/2016 – 04/03/2018

Katunayake, Sri Lanka

- managing and training the staff - receptionist/concierge/bellboy/GRO
- executing and ensuring front desk services
- dealing with guests & handling complaints
- scheduling staff rota

Front Office Executive

The Covanro Courtesy (pvt) Ltd

10/02/2015 – 16/10/2016

Naiwala, Sri Lanka

- perform all check-in and check-out task
- manage online & phone reservations
- following up payment methods of guests and verify credit card data
- up-sell additional facilities and services

Head Receptionist

The Covanro Courtesy (pvt) Ltd

03/09/2014 – 09/02/2015

Naiwala, Sri Lanka

- report on staff performance
- produce monthly management report
- first point of contact urgent issues of guests

Receptionist

Full Moon Garden Hotel

24/02/2014 – 12/08/2014

Katunayake, Sri Lanka

- assist guest with check-in & check-out
- respond to guests queries & requests
- handling phone calls

EDUCATION AND TRAINING

Academy of Tourism & Foreign Language

Inbound Tourism

02/05/2019 – 01/12/2019

📍 no18, Kosswaththa Road, Nawala, Sri Lanka | www.atfl.lk

Swiss Lanka Hotel School

Hotel Operations

04/02/2013 – 28/12/2013

📍 No14, Siridhamma Mawatha , Colombo 10, Sri Lanka | <http://www.swisslanka.com>

City & Guilds

Food & Beverage Service

04/02/2013 – 28/12/2013

📍 City & Guilds. 1 Giltspur Street. London. United Kingdom | www.cityandguilds.com

The Langway Institute

Computer application

10/06/2009 – 05/01/2010

📍 250, Galle Road, Bambalapitiya, Colombo 04, Sri Lanka

Raytronic Computer Systems (pvt) Ltd

Computer Hardware Engineering

27/05/1999 – 20/11/2000

📍 No30/03, Stanley Thilakarathne Mawatha, Nugegoda, Sri Lanka

LANGUAGE SKILLS

Mother tongue(s)

Sinhalese

Other language(s)

English

Listening



C2

Reading



C1

Spoken interaction



C2

Spoken production



C1

Writing



C1

DIGITAL SKILLS

Other

Microsoft Word

Microsoft Excel

Outlook

Microsoft Powerpoint