

THAJUDEEN KAMARDEEN MOHAMED DHANISH

No: 22/1 Ambagala Road, Warakapola, Sri Lanka

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Professional Summary

Motivated hospitality and tourism professionals with strong communication skills, proven customer service experience, and a solid understanding of service standards. Dedicated to maintaining high-quality work, fostering positive guest experiences, and contributing effectively to organizational goals.

Career Objective

Experienced and motivated hospitality and tourism management professionals seeking to contribute positively to a reputed organization with dedication and strong work ethics.

Educational Qualifications

- G.C.E (Ordinary Level) Examination (2021), Gamini Vidyalaya – Warakapola.
- Diploma in Hospitality Management (DHM-2022) at the Nest Academy-Sri Lanka

Certifications:

- Computer literacy – MS Windows, Microsoft Packages, OpenOffice Packages
- Internet and email proficiency

Extra-Curricular Activities

- Participated in Spell Bee International Competition (2016–2017)
- Participated in All-Island Inter International School Competition (2018)
- Participated in UNSW Global Examination (2015)

WORK EXPERIENCE

Green isle tour and travels-Sri Lanka-(2024 -2025)

Job responsibilities:

- Delivered excellent customer service by assisting guests with inquiries, reservations, and hospitality needs.
- Handled front desk operations including check-ins, check-outs, guest records, and billing.
- Coordinated with housekeeping, maintenance, and F&B departments to ensure smooth hotel operations.
- Supported event operations and tourism services by guiding guests and providing travel information.
- Ensured compliance with hygiene, safety, and hospitality standards.
- Assisted in food & beverage service, order management, and dining setup when required.
- Managed guest complaints and concerns professionally to maintain high satisfaction.
- Promoted hotel services, upgrades, and special offers to enhance guest experience and revenue.

Personal Details

Date of Birth: 17.08.2005

Nationality: Sri Lankan

Marital status: Single

Passport No: P0686454 (valid up to 2035)

Driving License: Sri Lanka

Declaration

I hereby declare that the information given above is true and accurate to the best of my knowledge.

Date:

Thajudeen Dhanish

