



## **SANJEewa PERERA**

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### **SKILLS**

- Handling of computer software.
- Drafting Emails.
- Handling Guest and staff complains.
- Handling busy operation smoothly.

### **OBJECTIVE**

To provide maximum output throughout my knowledge and expectancy modern strategies towards the utmost satisfaction of the management.

### **PERSONAL PROFILE**

International Customer Service-oriented, with more years of experience as a Housekeeping Supervisor. Skilled at communicating with people from all backgrounds while providing exceptional customer service. A natural leader with a passion for team building and promoting positive company morale. Exceptional problem solving and conflict resolution skills with a superb work ethic and desire to succeed. Listens actively to questions and resolves issues and disputes tactfully and effectively.

### **PERSONAL INFORMATION**

Name : O. Sanjeewa Perera  
Birthday : 03 - 12 - 1981  
Gender : Male  
Nationality : Sri Lankan

## **EXPERIENCE**

### **PYRAMID CONTINENTAL HOTEL, JUBA, SOUTH SUDAN.**

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#### **HOUSEKEEPING ORDER TAKER CUM Sr. SUPERVISOR**

JUNE 2020 – PRESENT – (The hotel contains 192 guest rooms)

- Train housekeepers on cleaning maintenance tasks.
- Oversee staff on a daily basis and schedule shifts and arrange for replacements in cases of absence.
- Evaluating performance and providing feedback.
- Assist customers with menu selection and response all needs in a respectful and polite manner.
- Repeat customer orders for accuracy before entering them into the point-of-sale system and posting accurately.

#### **HOUSEKEEPING ORDER TAKER CUM ATTENDANT**

MAY 2019 – AUGUST 2020

- Handle the safekeeping, recording, collection of all keys and pagers held in the HK office to ensure a safe and secure work environment.
- Ensure all needed and requested items are distributed in a clear and professional manner.
- Ensure that the guest rooms and public areas are clean and properly presented.

### **MEGA LANKA CONSTRUCTION (PVT) LTD**

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#### **SITE IN-CHARGE**

JANUARY 2015 – DECEMBER 2018

- Regular monitoring and analyzing all kind of tools and materials.
- Prepare purchase requisition and issuance form.
- Material inventory and monitor stock availability.
- File maintenance for all outgoing/incoming materials.
- Delivery note, gate pass and transmittal form material receiving report.

### **WELL CARE ELECTRO MECHANICAL WORKS, ABU DHABI**

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#### **ADMINISTRATIVE SUPERVISOR**

JANUARY 2012 – NOVEMBER 2014

- Coordinate with the clients for their requirements of manpower.
- Allocating the staffs their location and monitoring their performances.

### **G S AUTO SPARE (PVT) LTD COLOMBO.**

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#### **CASHIER**

MAY 2008 – NOVEMBER 2011

- Accept payments by cash, credit cards and checks from customers for repairs, parts, and other services.
- Record receipts, delivery of change and other transactions.
- Reconcile payments received with invoiced amounts and prices of parts.
- Direct customer calls to the desired or appropriate department.

## LEADERSHIP EXPERIENCES

- Reporting incidents, maintaining logs and taking immediate corrective action to manage the situation for smooth operation.
- Ensuring that staffs are competent to allocate the right task in right place.
- Follow-up pending jobs and ensuring the system is in line.
- Ensuring to maintain confidentiality of information.
- Make sure the staff and client safety within the operational area.

## REFERENCES

Mr. Gamumu Keerthisiri.  
Executive Housekeeper,  
Pyramid Continental Hotel,  
Juba, South Sudan.  
Mobile: +211924001440.  
WhatsApp: +94762280096

## STANDARD CHARTERED BANK, SRI LANKA.

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### RECOVERY OFFICER CUM SKIP TRACER.

JANUARY 2006 – MAY 2007

## EDUCATION

### 1. BACHELOR OF PHILOSOPHY (B.PH.)

National Seminary, Our Lady of Lanka, Kandy,  
Affiliated to Pontifical Urban University, Rome.

### 2. PASSED G.C.E O/LEVEL EXAMINATION IN 1997 PASSED G.C.E A/LEVEL EXAMINATION IN 2003

## COMMUNICATION

Good Communication and Writing skills in **English, Tamil** and **Sinhala** languages.

**I do hereby certify aforementioned details are true and correct to the best of my knowledge.**

**O. Sanjeewa Perera**