



CHAMI HIMANSI

Administration & Client Service Specialist

Highly organized individual who is able to work positively and constructively within the professional environment with the ability to maintain effective working relationships, good communication and managing any situation effectively. Strong computer skills for data entry and excellent knowledge of MS Office packages such as MS Word and PowerPoint. Highly proficient in speaking the common languages such as English, Korean and Tamil.

Contact

Phone

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Email

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Address

Hatta building, Al Rigga, Dubai

Visa Type

Work Visa

Education

Business Management & Human Resource

Lanka Professional Education Center

IT & English Diploma

AOG Campus

English Certificate Program

Aquinas College of Higher Education Center

Law Entrance Exam - LLB

LLB, Sri Lanka

Hotel and Hospitality Management

Swiss Lanka Hotel Corporation

Skills

- Leadership
- Customer Service
- IT
- Administration
- Effective Communication
- Interpersonal and Management
- Event Organizing

Languages

English
Korean
Hindi

Experience

2022 - To-date

Hard Rock Cafe - Dubai, UAE

Host Incharge

- Playing the role of lead host for most shifts which involves
- Welcome guests to the venue
- Provide accurate wait times and Monitor waiting lists
- Manage reservations
- Escort customers to assigned dining or bar areas
- Provide menus and announce Waiter/Waitress's name
- Greet customers upon their arrival & departure
- Coordinate with staff about available seating options
- Maintain a clean reception area
- Cater to guests who require extra attention (e.g. children, elderly)
- Answer incoming calls and address customers' queries

2017 - 2022

Commercial Credit and Finance PLC - Colombo, Sri Lanka

Client Ambassador / Call centre Assistant Manager

- Keep a track of assigned accounts to identify outstanding debtors
- Plan course of action to recover outstanding payments
- Locate and contact debtors to inquire of their payments
- Create trust relationship with debtor when possible to avoid future issues.
- Handle questions and complaints
- Negotiate payoff deadline or payment plan
- Update accounts status and database regularly
- Alert superiors of debtors unwillingness or inability to pay when necessary.

Accountant

- Manage all accounting transactions
- Prepare budget forecasts
- Publish financial statements on time
- Handle monthly, quarterly and annual closings
- Reconcile accounts payable and receivable
- Ensure timely bank payments
- Compute taxes and prepare tax returns
- Manage balance sheets and profit/loss statements
- Report on the company's financial health and liquidity
- Audit financial transactions and documents
- Reinforce financial data confidentiality and conduct database backups when necessary
- Comply with financial policies and regulations.

Receptionist

- Greeting clients and visitors with positive and helpful attitude
- Assisting clients their way around the office providing excellent customer service.
- Scheduling appointments, sorting mails, answering phone calls, preparing meetings and scheduling trainings as and when necessary