

# Nanthika Vilvaraja

Dedicated and personable Customer Service Executive and Front Desk Receptionist with over 8 years of experience in hospitality, customer support, and administrative roles across the UAE. Known for providing outstanding service, resolving issues efficiently, and maintaining strong client relationships. Adept at managing high call volumes, scheduling, and front-desk operations with professionalism and discretion



## Professional Experience

### Customer Care Representative

VPDart, UK (Remote) | Jun 2024 – Present

- Handle high volumes of incoming calls and generate leads.
- Identify customer needs and provide tailored solutions.
- Build client relationships and meet personal and team sales targets.

### Customer Service Executive / Front Desk Receptionist

Farnek Services LLC – Expo Village (COP28), Dubai | Apr 2023 – May 2024

- Answered calls, welcomed guests, and scheduled appointments.
- Managed calendars and coordinated meetings.
- Maintained organized filing systems (physical & electronic).

### Senior Guest Relations Officer – Supervisor / Tele-Operator

Dubai International Airport Hotel, Terminal 3 | Oct 2018 – Mar 2023

- Supervised guest services and handled escalated issues.
- Coordinated with housekeeping and processed cashier duties.
- Monitored payroll and maintained staff records.

### Recruitment Consultant

Jobschweiz, Switzerland | Jan 2016 – Oct 2018 (Remote)

- Sourced, screened, and placed candidates across various roles.
- Coordinated client interviews and managed job ads

### Teaching Assistant (FS1 & FS2)

Cambridge International School, Dubai | Jan 2014 – Dec 2015

- Supported special needs and ESL students.
- Assisted in classroom delivery and lesson planning.

## Core Skills

- Customer Service & Relationship Building
- Front Desk & Telephonic Communication
- Scheduling & Calendar Management
- Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Email & Report Writing
- Complaint Resolution
- Filing & Record Management
- CRM Tools | Canva | Adobe Photoshop

## Educational Background

Graphic Design – Open University, Colombo (2014)

ICT - Ramanathan Hindu Ladies College, Colombo (2014)

Civil Technology – Ramanathan Hindu Ladies College, Colombo (2013)

## Contact

+971-55-458-0160

kranjith194@gmail.com

Garhoud, Dubai, UAE

Visa Status: Spouse Visa

Nationality: Sri Lankan

## Languages

- English (Fluent)
- Tamil (Fluent)
- Sinhala (Fluent)
- Malayalam
- Hindi

## Tools/Software

- Microsoft
- Canva / Photoshop
- Hitek -AI
- HotLync/
- Opera system
- Maximo system
- Booking.com
- Assaabloy

## Skills

### Technical Skills

- CRM Software proficiency.
- Email management and etiquette.
- Live chat software.
- Telephony systems.
- Social media management tools.
- Help desk software.
- Knowledge base software.
- E-commerce platforms