



# ERANDI SUGANDIKA

( RECEPTIONIST / GUEST RELATION AGENT / INSURANCE AGENT )

## PROFILE

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Dedicated to offering exceptional assistance to team members and clients. Skilled at coordinating appointments, organizing mail and collecting messages to facilitate office communication. Positive and upbeat with strong relationship-building abilities.

## EXPERIENCE

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### RECEPTIONIST

August 2022 – March 2024

**Andalus Al Seef Resort & Spa** – Abu Dhabi ( UAE )

#### DUTIES & RESPONSIBILITIES

- Answered telephone calls , compiling detailed notes and promptly forwarding as required.
- Screened and verified visitor IDs, maintaining security of personnel and office environment.
- Provided clerical support to company employees, including copying, faxing and file management.
- Reduced waiting times through effective time and resource management.
- Managed bookings using Booker software to schedule, cancel and rearrange appointments.
- Collected and distributed incoming mail, employing strict confidentiality throughout.
- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.

### INSURANCE AGENT

April 2020 – December 2021

**Sri Lankan Insurance** – Sri Lanka

#### DUTIES & RESPONSIBILITIES

- Determined financial needs by assessing existing coverage and aligning new products and services with long-term goals.
- Enhanced insurance agency reputation by accommodating new and different requests and by exploring opportunities to add value.
- Worked to accommodate new and different insurance requests and explored new value opportunities to optimize insurance agency reputation.
- Approached potential clients by using direct marketing techniques, including mailings and phone contacts.
- Maintained high standards of customer service by building relationships with clients.

## CERTIFICATIONS

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- Certified Software Development Professional
- Certified Internet Web Professional
- Association of International Accountants

## CONTACT

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### Address

Abu Dhabi, UAE



### Phone

( +971 ) 50 41 500 68



### Gmail

[sudilerandi23@gmail.com](mailto:sudilerandi23@gmail.com)

## SKILLS

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- Correspondence distribution
- Active listening
- Certified Microsoft Office Specialist
- Microsoft Office Suite
- Document control
- Customer service
- Calendar management
- VIP guest experience
- Telephone skills
- Communication skills

## LANGUAGES

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English : Fluent

Sinhala : Native

## EDUCATION

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- Diploma of Information Technology, 2019  
Esoft Metro Campus – Sri Lanka
- AAT Level 3, 2017  
Association of Accounting Technicians of Sri Lanka
- Diploma of English, 2019  
ELC – Sri Lanka
- High School Diploma: Commerce, 2019  
Sanghabodhi central College – Sri Lanka