

# AMBAWALAGE SUDARSHI JENITHRA

## SUMMARY

Dynamic and results-driven Operations Manager with a passion for delivering exceptional guest experiences and optimizing operational efficiency. Adept at overseeing admissions activities, driving sales performance, and fostering a culture of excellence. Proven track record of effective team leadership, staff development, and collaboration with senior stakeholders. Committed to upholding the highest standards of service quality and driving company success.



## PERSONAL INFORMATIONS

Date of Birth : 09/02/1981  
Nationality : Sri Lankan  
Gender : Female  
Languages : English, Hindi

## CONTACT

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LOCATION : BAHRAIN

## PROFESSIONAL EXPERIENCE

- **Executive Lounge Supervisor (Current)**  
**Wyndham Garden Manama Hotel, Bahrain**
- **Manager, (2017-2021)**  
**Dolphin Bay Operations, Marine and Waterpark, Atlantis Dubai, U.A.E**
  - Directed all admissions activities at Dolphin Bay within Aquaventure Waterpark, overseeing bookings, cashiering compliance, and guest services functions.
  - Monitored sales transactions, optimized on-going promotions, and facilitated special group offers in collaboration with Sales and Marketing teams, ensuring maximum revenue generation.
  - Implemented best practices for colleague recognition and handled disciplinary actions, contributing to a positive work environment and high staff morale.
  - Developed and mentored Assistant Managers, Team Leaders, and a large team of junior receptionists, fostering a culture of continuous improvement and accountability.
  - Collaborated closely with the Director of Admissions and senior stakeholders throughout the resort to achieve team-based goals and enhance guest satisfaction levels.
  - Working knowledge of multiple systems ( Galaxy/Opera/Micros/Ramco)
- **Assistant Manager, (2014-2017)**  
**Dolphin Bay Operations, Marine and Waterpark, Atlantis Dubai, U.A.E**
- **Administrative Assistant , (2013-2014)**  
**Marine and Waterpark, Atlantis Dubai, U.A.E**
- **Receptionist/Sales Agent, (2008-2013)**  
**Marine and Waterpark, Atlantis Dubai, U.A.E**

## SKILLS

- Operations Management
- Team Leadership and Development
- Sales and Revenue Optimization
- Guest Services Excellence
- Admissions and Cashiering Compliance
- Problem Solving and Decision Making
- Communication and Collaboration

## AWARDS & RECOGNITIONS

- Legend of the Quarter Manager - 2018
- Legend of the Quarter Supervisor-2014
- Legend of the Month Team Member –2012
- Legend of the Month Team Member –2010

## EDUCATION

**Diploma in computer Science.**  
Colombo computer Academy, Sri Lanka.

**Diploma in English .**  
Sri Jinarathana Academy, Sri Lanka.

**Successfully passed the G. C. E. Advance Level Examination.**  
Sri Rajasingha High School in Colombo Sri Lanka (With Business Studies, Economics and Accountancy)

## DISCLAIMER

I hereby declare that all the statements made in this application are true and correct to the best of my knowledge and belief.