



Srijana Lama

Guest Relation Officer/HK coordinator/
HK Administrator

CONTACT ME

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Sun Siyam Iru veli
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EDUCATION

Level 10 (2016)

Prithwi Secondary Boarding School
2016

+2 Management

Prime College
2017-2018

Information Management

Prime College
2019-2021

LANGUAGE

Nepali
English
Hindi
Chinese (Basic)
Tamang

PROFESSIONAL SUMMARY

Guest relations officer with commercial and hospitality management expertise who is adaptable and goal-oriented. competent to lead cohesive teams in the accomplishment of their shared goals. Personable and approachable; enjoys meeting and conversing with new people. Quickly and effectively identifies issues and fixes them to build rapport with visitors and increase their pleasure and loyalty.

WORK EXPERIENCE

HK coordinator/HK Administrator

Joy Island by cocoon collection | Maldives

HK coordinator/HK Administrator

Sun Siyam Iru veli | Sunsiyam Resort | Maldives (2023 to 2024)

Guest Relation Officer/ Front Desk Officer/ Reservation

The Beehive Hotels | Male, Maldives (2022 to 2023)

Guest Relation Officer/ Front Desk Officer/ Reservation

The Hyatt Regency Kathmandu | Kathmandu, Nepal (2020 to 2021)

Reception/Cashier

Mejuwan Restro | Nepal (2019 to 2020)

Assistant

Chatter Box Organization | Lainchaur, Nepal | Part-time

TRAINING/ACHIEVEMENT

- Nominated as the employee of the month (**Sun Siyam Iru veli**).
- Nominated as the leader of the month (**Sun Siyam Iru veli**).
- Well trained on Opera and micros.
- Legionella & Waterborne Disease Control Awareness Training (**Sun Siyam Iru veli**).
- Completed Introductory level in occupational health & Safety course (**Sun Siyam Iru veli**).
- Completion of Hospitality People Strategy (**Lobster Ink**).
- Completion of Luxury Hospitality Standards (**Lobster Ink**).
- Completion of Chinese Traveller Standards (**Lobster Ink**).
- Completion of Effective Sales and Cost Control in Hospitality (**Lobster Ink**).
- Two Months of Chinese Language Study.
- Two Months of Computer Class in Photoshop.
- Three month of GRO training (**The Beehive hotels**).
- One month Ezee Absolute (Software) training.
- One month grooming training.
- The International English Language Testing System (IELTS)
- Chinese HSK 1 exam passed (BASIC)
- Achieved Good Leadership Batch.