

 Curriculum Vitae

Ehalepola.366277@2freemail.com

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### PERSONAL INFORMATION

* Full Name : Ehalepola
* Date of Birth : 02nd July 1992
* Citizenship : Sri Lankan
* Gender : Male
* Marital Status : Single

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###  EDUCATIONAL QUALIFICATIONS

**G.C.E. LONDON ORDINARY LEVEL 2009**

School Attended: - Ecole International School, Digane

 **Subject Grade**

* Chemistry E
* Mathematics C
* Physics E
* English E
* Biology U
* Human Bio U

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### OTHER QUALIFICATIONS

* I have followed a Hardware and Software Certificate course at Vijay Graphics, Kandy.
* I have successfully completed a Diploma in PC Assembling, Networking and User Technical Support at IDM Nations Campus Kandy.
* I have completed Airline Cabin Crew Training under Mrs. Mayoni Perera at International Airline Ticketing Academy.
* I have completed Diploma in Airline Fares / E -Ticketing, Marketing, Reservation, GDS, Airport Operation & Cargo at International Airline Ticketing Academy.
* I have completed the basic Galileo GDS Training & have a fair knowledge of Amadeus GDS system.
* Knowledge in MS Office package.

### EXTRA CURRICULAR ACTIVITIES

* Participated in School team football team.

# **WORKING EXPERIENCE**

* **Sanaro Travels and Tours (Pvt) Ltd -2013 Jan – 2015 Aug**

**Job Role-Ticketing Executive**

* Provide excellent customer service both in person and by phone/email.
* Handling inbound and outbound calls for passengers regarding flight tickets.
* Making itineraries, ticketing issuance, and new reservations.
* Make bookings in Amadeus system.
* Corporate clients and keeping them up to date.
* Communicate with clients, employees, and other individuals to answer questions, disseminate or explain information.
* **United Super Market (PLC)- 2015 Aug- 2016 Mar**

**Job Role-Cashier**

* Greet customers entering establishments.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits, or change due to customers.
* Resolve customer complaints.
* Answer customers' questions, and provide information on procedures or policies.
* **Scicom Lanka (Pvt) Ltd-Project (Sri Lankan Airlines FlySmiles Programme) 2016Mar -2016 Nov**

**Job Role-Executive Customer Service**

* Involve in customer inquiries receive from email both external & internal.
* Report making, data analyzing and work in MS office.
* Responsible for quality dispatch process for both local as well as overseas.
* Participating in team work under less supervision for Sri Lankan Air lines Frequent Flyer program activities.
* **Travel Arcades (Pvt) Ltd 2016 Nov -2017 Mar**

**Job Role-Jr.Travel Executive & Reservations**

* Making itineraries and new reservations.
* Handling all call inquires.
* Make bookings in Amadeus system.
* Handling corporate clients and keeping them up to date.
* Handle walking new clients
* Ticket Issuing,Re-issuing & Refunds in Amadeus
* Making flight quotations as per to the clients’ requirements.

I do hereby certify that the above mentioned particulars are true and correct to the best of my knowledge.