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| **Tharindu**  |
| **D.O.B: 27Jul 1990** **Marital Status: Married****Driving License: YES**  |

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| **Profile** |
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| **Objective** | Seeking for opportunities to leverage my 4+ yearsof professional experience to work in an environment that will challenge me further; while allowing me to contribute to the continued growth and success of the organization. |
| **Availability** | Immediate |

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| **Key Skills** |
| Proficient or familiar with a vast array of programming languages, concepts and technologies, including:

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| **UFIS** | JavaHTMLJavaScript | Windows,Rational Rose(UML)Oracle | Microsoft Office SuitNetBeans (UI Designer)Network fundamentals |

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| **Education** |
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| **2009 – 2013****2007 - 2008****2001 – 2002** | **Institute of Java & Technological Studies**BSc in Software Engineering. Colombo, Sri Lanka.**Ceylinco Sussex Computer Academy** Diploma in Computer Studies. Anuradhapura, Sri Lanka.**Technical Engineering College**Diploma in Computer Literacy.Anuradhapura, Sri Lanka. |

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| **Work Experience** |
| **Emirates Telecommunication Group Company PJSC (Under Star Services LLC)**

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| **Working as a Sales Executive**  | **Nov 2018 – Current** |
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* + Geo-cover of entire MR’s selling Etisalat product
	+ Support trade marketing activities including POS merchandizing, branding, competitions, and POS training on products etc
	+ Undertake any additional assignment given by management
	+ Conducting road shows over weekend on high footfall areas
	+ Build strong relationship with the shopkeepers
	+ Collecting new potential MR’s information
	+ Keep close track and updating the managements on the competitor’s activities, strategies and their new offers
	+ Mystery shopper activities Ensure enough SIM’s stock in the market
	+ Monitoring closely SIM card activation process
	+ Report and track all inquiries/ complains
	+ Provide product training to Mass reseller
	+ Train demonstrators to present a company's products or services
	+ Suggest specific product purchases to meet customers' needs
	+ Clearing any queries and difficulties customers they may facing
	+ Use various ethical methods for up sale or cross sale
	+ Produce daily /weekly/Monthly visit report to management.
	+ Fraud cases or violation/ suspicion activity from Mass reseller
	+ Distribution of BTL Martial’s
	+ Collecting MR’s branding requirement’s

**Dubai Airports Company (Under G4s)**

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| **Working as a Terminal Team Leader (CSP-TL)** | **Dec 2015 – Nov 2018** |
| * Element of the airport overall safety system duties include

•Reporting of hazards•Isolation of hazardous areas•Evacuation duties if defined* Operate within relevant airport safety and security standards
* Responsible for the overall efficient movement of passengers through the airport
* Monitoring of a number of airport processes with a knowledge of airport KPI’s.
* Escalation of unacceptable passenger experience through the airport
* Recommendations for improvement through the compilation of basic report mechanism.
* Provide shift handover information, briefing on particular issues around the airport.
* Work with Terminal Duty Manager on improvement ideas on staff and shift issues.
* Interact with customers on a daily basis to solve problems and discuss general information.
* Report facility failure complaints to Dubai airports engineering services technical help desk.
* Ensure that the CSP staff progressively serve the passengers, communicate proactively and maintain the integrity of information and customer service.
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**Dubai Airports Company (Under G4s)**

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| **Worked as a Customer Service.** | **Nov 2014 – Dec 2015**  |
| * Explain to the passengers the LAG’s rules and regulations and confiscate forbidden items, and provide plastic bags to secure permitted items.
* Attend briefing sessions, conducted by superior’s inline to maintain high standard requirement at all times and carry out handover procedures in line with agreed standards of performance.
* Suggest improvements to levels of service and systems of work to improve the quality of service to all customers and submit detailed performance report to the manager.
* Coordinate with hotels representatives in terms to provide assistance related with their guests’ arrival/departure and feed the information into the system.
* Coordinate with airlines, DNATA and other concerns in connection to extend assistance to obtain transit visa or/and to solve customer's problems if any.
* Provide flight information to the enquirers in person and entertain complaints from customers, inline to solve them within the permitted authority from the superiors.
* To provide complete/detailed information relating to the services available in the airport i.e. lounges, gates, banks, post office, restaurants, ATM machines, etc.
* To provide information about airport facilities (toilets, information counters, airline office, etc.) available to various travelling passengers.
* To assist and guide passengers as and when necessary (especially elderly/handicapped/child passenger, etc.).
* To draw on the spot passenger feedback, suggestions, recommendations, unusual questions, special request, etc.
* To respond to passengers needs when emergency cases arise
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| **Certifications & Appreciations** |
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| * Dubai International Airports – **Airport Service Programme 1 – 2015 (Certificate of Attendance)**
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| * Dubai International Airports – **Service Flair Programme – 2016 (Certificate of Attendance)**
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| * Dubai International Airports – **Medic First Aid Training Programme – 2016 (Certificate of Recognition)**
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| * Emirates Academy for Civil Defense Sciences– **Fire Safety Fundamentals and Proper Use of Fire Extinguishers Course – 2016 (Certificate of Recognition)**
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| * Dubai International Airports – **Aviation Security Awareness Workshop– 2016 (Certificate of Attendance)**
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| * Dubai International Airports – **(Certificate of Appreciation – Head of Operation Planning – 2014)**
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| * Dubai International Airports – **(Certificate of Appreciation – Terminal Duty Manager T03 – 2015)**
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| * Dubai International Airports – **(Exceptional Performance Award – Head of Terminal 03 – 2016)**
* GROUP 4 FALCK SERVICES (L.L.C)–**(Certificate of Appreciation – Managing Director– 2016)**
* Dubai police General H.Q –**(Certificate of Appreciation – General Department of Airport Security – 2016)**
* Airport Fire Service – AFS–**Fire Evacuation/ Fire warden Training– 2017 (Certificate of Recognition)**
* Airport Fire Service – AFS–**Fire Extinguisher Training – 2017 (Certificate of Recognition)**
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| **Trainings &Experience** |
| * Fire Warden Training. **2015**
* Fire Evacuation Training.**2015**
* Airport Service Programme 1**2015**
* Service Flair Programme**2016**
* Hospitality Hero Training. **2016**
* Medic First Aid training Programme**2016**
* Fire Safety Fundamentals and Proper Use of Fire Extinguishers Course. **2016**
* Aviation Security Awareness Workshop.**2016**
* APM Full Failure Training.(Automated Passenger Mover)**2014**
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| **Extra Activities & Achievements** |
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| **Sports Colors Award winner for Rugby**  | **2009** |
|  | St. Joseph’s College, Colombo 10 |
| **Thailand and Hong Kong Tour – winner** | **2005** |
|  | North Central Province Rugby Team |
| **Captain of the NCP Team & Central Collage Team** | **2006 - 2007** |
| **Member of the Havelock Rugby Club** | **2009 - 2010** |
|  | Colombo 05 |
| **Member of the college football team** | **2000 - 2001** |
|  | Walisinghe Harischandra College, Anuradhapura |
| **Member of the Paragon Club football team** | **2004 - 2006** |
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| **Languages** |
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| **Sinhala** (fluent) | **Hindi** (fluent) | **Arabic** (low) | **English**(fluent) **Urdu**(fluent) |

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| **Contacts** |
| Personal Contact : tharindu-398973@2freemail.com Reference : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com 0504973598 Email: feedback@gulfjobseeker.com  |

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