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| |  | | --- | | **Tharindu** | | **D.O.B: 27Jul 1990**  **Marital Status: Married**  **Driving License: YES** | |  |
| |  | | --- | | **Profile** | | |  |  | | --- | --- | | **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 | | | |
| |  | | --- | | **Key Skills** | | Proficient or familiar with a vast array of programming languages, concepts and technologies, including:   |  |  |  |  | | --- | --- | --- | --- | | **UFIS** | Java  HTML  JavaScript | Windows,  Rational Rose(UML)  Oracle | Microsoft Office Suit  NetBeans (UI Designer)  Network fundamentals | | | |
| |  | | --- | | **Education** | | |  |  | | --- | --- | | **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. | | | |
| |  | | --- | | **Work Experience** | | **Emirates Telecommunication Group Company PJSC (Under Star Services LLC)**   |  |  | | --- | --- | | **Working as a Sales Executive** | **Nov 2018 – Current** | |  |  |  * + 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)**   |  |  | | --- | --- | | **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. | |   **Dubai Airports Company (Under G4s)**   |  |  | | --- | --- | | **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 | | | | |
| |  | | --- | | **Certifications & Appreciations** | | |  | | --- | | * Dubai International Airports – **Airport Service Programme 1 – 2015 (Certificate of Attendance)** | | * Dubai International Airports – **Service Flair Programme – 2016 (Certificate of Attendance)** | | * Dubai International Airports – **Medic First Aid Training Programme – 2016 (Certificate of Recognition)** | | * Emirates Academy for Civil Defense Sciences– **Fire Safety Fundamentals and Proper Use of Fire Extinguishers Course – 2016 (Certificate of Recognition)** | | * Dubai International Airports – **Aviation Security Awareness Workshop– 2016 (Certificate of Attendance)** | | * Dubai International Airports – **(Certificate of Appreciation – Head of Operation Planning – 2014)** | | * Dubai International Airports – **(Certificate of Appreciation – Terminal Duty Manager T03 – 2015)** | | * 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)** | |  |  | | --- | | **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** | | |
| |  | | --- | | **Extra Activities & Achievements** | | |  |  | | --- | --- | | **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** | |  |  | |  |  | | --- | | **Languages** | | |  |  |  |  | | --- | --- | --- | --- | | **Sinhala** (fluent) | **Hindi** (fluent) | **Arabic** (low) | **English**(fluent) **Urdu**(fluent) | | | |  | | --- | | **Contacts** | | Personal Contact : [tharindu-398973@2freemail.com](mailto:tharindu-398973@2freemail.com)  Reference : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com 0504973598  Email: [feedback@gulfjobseeker.com](mailto:feedback@gulfjobseeker.com) | | | |
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