

Ruwanthi Wathsala Ranasiri

0094771503463 | ruwanthiwathsalar@gmail.com

No:43/1A, Amuna Road, Seeduwa, Sri Lanka

Confident, outgoing and creative; cheerful and friendly in person, a good team player and a strong leader; experienced in customer care, well-trained in airport operations and qualified in training and development.

Focused on building a career in an international and rapidly expanding establishment, where I can bring immediate and strategic value.

Technical Skills

- Training Need Analysis, Design, Development and Delivery of Training programs
- Airport ground handling operations and procedures
- Amadeus reservations and ticketing system

Personal Skills

- Passionate
- Adaptable and resilient
- Resourceful
- Multicultural awareness and sensitivity
- Empathetic
- Practical
- Dependable

- Work Experience -

○ **Airport Services Coordinator - 01st June 2015 – 08th August 2016**

Flydubai - Bandaranaike International Airport, Katunayake, Sri Lanka

- Direct co-ordination of ground operations and ramp handling with Flight deck crew and Cabin crew.
- Coordinating, analyzing and improving customer service functions to meet company goals.
- Organizing, distributing and verifying the work of GHA – UL staff; acting as the resource person.
- Actively involved in ground handling operations and pre/post flight documentation.
- Dealing with customer requests, enquiries and complaints.

○ **Freelance Trainer / Instructor – Customer Care and Etiquette - present**

○ **Assistant Trainer – 07th June 2013 – 31st March 2015**

SriLankan Airlines - SriLankan Aviation College, SriLankan Airlines Ltd., Katunayake, Sri Lanka

Key goals achieved

- Training internal graded staff, executive and managerial staff on **Amadeus GDS system, oneworld Air Alliance Customer Handling**; as a prerequisite of the SriLankan Airlines joining to the oneworld air alliance. (Total number of staff trained exceeds 750)
- Conducting Customer Care and Etiquette trainings, IATA geography and travel and tourism based trainings.

- Fabricating training materials and designing evaluation methods.
- Maintaining an optimum level of positive overall course evaluation rate during the period of said programs. (97% to 100%)

○ **Admin Coordinator**–07th June 2014 – 31st March 2015

SriLankan Airlines - SriLankan Aviation College, SriLankan Airlines Ltd., Katunayake, Sri Lanka

Key goals achieved

- Coordinator - Faculty of Soft Skills and Cooperate Training, Flight Operations Officer/ Flight Dispatcher (ICAO 201) Program, IATA/Airline Cabin Crew Course – 2014 September

- Professional Qualifications -

• **Train the Trainer – 2014**

SriLankan Aviation College

Authorized by the Civil Aviation Authority of Sri Lanka – (CAASL)

- **The Function of Training**
- **The Training Cycle**
- **Psychology of Adult Learning**

• **oneworld Customer Experience Champion- 2014**

• **IATA/UFTAA Foundation Diploma in Travel and Tourism (DTT)**

- 2012 September - 2013 April

SriLankan Aviation College

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|--|------------------------------|
| - Travel and tourism industry | - Airfares and ticketing |
| - Customer service principles | - Electronic booking tools |
| - Air transport products and services | - Pre-packaged tour products |
| - Introduction to rail, land and water transport | |

• **Amadeus Reservations and Ticketing – Honors – 2013**

- Academic Qualifications –

G. C. E. Advanced Level - 2012 August

Ave Maria Convent – Negombo, Sri Lanka

General English	A	Agricultural Science	C	Biology	S
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G. C. E. Ordinary Level - 2009 December

Ave Maria Convent – Negombo, Sri Lanka

English	A	Commerce	A	Mathematics	B
Sinhala	A	History	A	English Literature	B
Science	A	Religion	A	I.C.T	B

- Extra Curricular -

- Secretary – Leo Club of Colombo Royalty District 306 C (2013 July-2014 July)
- Head of the schoolchoir
- Member of the Senior Prefects' association, Drama club, Photography association and Debate circle

- Special Achievements -

- The youngest ever to hold a Trainer position in SriLankan Airlines' history
- Sri Lanka's Up and Coming Fashion Designer – Semi Finals (2012)
- Zonal to All Island level achievements in English literary competitions
- Australian National Chemistry Quiz – Distinction (2009)
- Royal College of Music – A grade - Choral singing
- Performing in over seventy national and international level choral concerts, stage drama competitions and festivals

- Passions in Life -

- Travelling and Adventure
- Fitness and Wellbeing
- Books and Writing
- Creating music
- Discovering new people, new places and new reasons to be thankful for life every day.

I hereby certify that above mentioned details are accurate and truthful to the best of my knowledge.

Ruwanthi Wathsala Ranasiri