

## **CURRICULUM VITAE**



### **DESHAN LANKA JUDE COORAY MUTHUTHANTHRIGE**

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(Visit visa valid until 31-March -2021)

### **Career Objectives**

To seek a job where personal and professional satisfaction is attended. And a vacation that would allow me to expend upon myself to continue to accumulate Knowledge.

### **Professional Qualifications**

- ❖ Followed IATA Foundation Course here in Dubai.
- ❖ I successfully followed a Hotel Management Diploma Level Course at Asian International School at Nugegoda. Sri Lanka

### **Working Experience**

- 1. Worked as Travel/ customer services agent at dnata travel- off shore & Marine department from 1<sup>st</sup> Nov 2019 until effected to redundancy on 30<sup>th</sup> Aug 2020.**

#### **Responsibilities**

- ❖ Ticket issuance on GDS (AMEDUS, SABER)
- ❖ Meet & Greet arrangements.
- ❖ Cash tally, daily sales report.
- ❖ Corporate customer services via telephone, emails.
- ❖ Hotel bookings,
- ❖ Visa arrangements.
- ❖ Car hire arrangements.

**2. Worked as a Travel Agent (contract basis) for Sharaf Travels -Dubai from 28 Jan 19 – 30-Aug19.**

**Responsibilities**

- ❖ Register & process guests and their assigned room.
- ❖ Accommodate guest requests.
- ❖ Communicating with hotel staff on the status of guest rooms.
- ❖ Up selling guest rooms and promoting hotel services.
- ❖ Handling cash payments.

**3. Worked as a Social Media Analyst at Royal Dutch Airlines (KLM)  
Under Interglobe & Technologies, Dubai, UAE from 1<sup>st</sup> Feb 2016 to 30<sup>th</sup> Apr 2018.**

**Responsibilities**

- ❖ Interaction with users: community engagement.
- ❖ Social commerce: leads, calls to action and conversions in social media.
- ❖ Monitoring: online media, information sources and social channels.
- ❖ Measurements and follow-up: determining the ROI of the work carried out, justifying the quality of the actions taken and, of course, the results thereof.
- ❖ Contests and campaigns: creative input, development, starting up and monitoring.
- ❖ Qualitative aspects: Sentiment reports, strengths, scope, virility, passion and effects for the brand online.
- ❖ Coordination and management of press and communication tasks: contents, interviews, website news, exclusive acts, etc.
- ❖ Online branding: searching, identifying and improving all brand-related aspects in social media

**Skills**

- ❖ Performance analysis
- ❖ Ticketing on GDS & Airline system (Amadeus)
- ❖ Real-time engagement
- ❖ Brand strategy
- ❖ Customer Acquisition
- ❖ Response monitoring
- ❖ Quality control
- ❖ Social Media Strategies
- ❖ Campaign evaluation
- ❖ Competitive Analysis

## **Value added Skills**

- ❖ Positive Thinking
- ❖ Efficiency
- ❖ Communication Skills
- ❖ Team-Working
- ❖ Self-Motivation
- ❖ Leadership and Co-Ordination Skills
- ❖ Computer Literacy

## **PROFILE**

### **Personal Details**

- ❖ Nationality - Sri Lankan
- ❖ Date of Birth - 23-Jan-1997 ( 22yrs)
- ❖ Status - Single

### **Academic Qualification**

Passed G.C.E. Ordinary Level (English Medium) Examination in 2013.

### **Extra-Curricular Activities**

- ❖ I was a member of the school Air Force Cadetting St. Peter's College.
- ❖ I was a member of the school rugby Team.
- ❖ Senior member of the School Alter Servers Society.

### **Referees**

**Sanjaya Jayasinghe**  
**Sales & Reservation Supervisor**  
**Dnata travel- Government Department**  
**Dubai**  
**UAE**  
**TEL:- +971 4-703 6327**  
**Mobile:- +971 56 54 64256**

I confirm that the above mentioned particulars are true and accurate to the best of my knowledge.  
Sincerely,

Deshan Lanka