

Surantha Wickramasinghe (Sam)

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Date of Birth - 2nd April 1982 | **Gender** - Male | **Nationality** - British Citizen

PERSONAL STATEMENT

As a dedicated, organized, and methodical individual with exceptional interpersonal skills, I take pride in being an excellent team player, always willing to learn and develop new skills. My reliability and dependability make me a sought-after candidate for any role I take on, and my eagerness to seek out new responsibilities in various employment areas drives me to continuously push myself out of my comfort zone. With an active and dynamic approach to work, I am determined and decisive, able to identify and develop opportunities that others may overlook. As such, I am confident that I can make a valuable contribution to any team, and I am excited about the prospect of taking on new challenges that will enable me to grow both personally and professionally.

WORK EXPERIENCE

HGV Class 1 Driver – Dunster House. (Huyton, Liverpool) – 10th October 2023 to Present.

- Safely and securely transport log cabins from manufacturing facilities to customer locations.
- Conduct pre-trip and post-trip inspections of the delivery vehicle to ensure it is in good working condition.
- Unload log cabins at the destination, following established safety and handling procedures.
- Plan and optimise delivery routes to ensure timely and efficient deliveries and Complete and maintain accurate delivery documentation, including invoices, delivery receipts, and other required paperwork.

Airside Ambilift Driver/Banksmen - (Manchester Airport) ABM Industries Aviation Services 19th June 2023 to 30th September 2023.

- Safely assist passengers with mobility impairments onto the ambulift using appropriate boarding equipment and techniques.
- Maintain effective communication with the ground crew, cabin crew, and ABM control to coordinate passenger transfers efficiently.
- Strictly adhere to safety protocols and guidelines, including the use of safety belts, wheelchair restraints, and other safety measures. Maintain knowledge of emergency procedures and equipment on the ambulift, ready to respond to any unforeseen situations.

HGV Class 1 Driver – Air World Airline Ltd. - 27th September 2020 to 31st March 2023

- Transporting air cargo and dangerous goods and including loading and unloading goods from the HGVs and Aircraft.
- Ensuring that all cargo is safely secured and transported in compliance with the relevant regulations and guidelines.
- Communicating with airport staff, airlines, and freight forwarders to ensure efficient delivery and collection of goods.
- Planning resources: numbers of trucks and drivers for the daily jobs.

Operations Manager – Global Airport Concierge Ltd. 11th March 2019 to 27th September 2020

- Lead and manage a team of concierge staff, including hiring, training, and performance evaluations.
- Oversee the day-to-day operations of the airport concierge service, ensuring the delivery of high-quality services to passengers and clients.
- Establish key performance indicators (KPIs) for the concierge service and analyse performance metrics to identify trends and implement corrective actions as needed.

Customer Support Manager - ARL Services (UK) Limited. (Heathrow Airport) 9th April 2014 – 31st November 2018

- Utilize customer feedback and service data to identify trends, areas for improvement, and opportunities to enhance the customer experience.
- Provide ongoing training to staff on airline policies, procedures, and industry regulations.
- Skills in negotiating contracts, managing vendor relationships, and ensuring service level agreements (SLAs) are met.

Operations Controller (Airport Security) - ARL Services (UK) Limited. (Heathrow Airport) 08th August 2013 – 8th April 2014.

- Monitoring and generating reports from TimeGate System (Workforce Management solution) for payroll and HR departments.
- Monitor, evaluate and motivate staff performance, ensure training needs are identified.
- Collect all staff timesheets and hours from terminal supervisors and create final hours summary for payroll department and manpower planning and making rosters.

Airport Security Officer– ARL Services (UK) Limited (Heathrow Airport). 1st April 2012 – 07th August 2013.

- Checking identification and verifying the security clearance of passengers, crew, and airport personnel who enter the restricted areas.
- Conducting searches of individuals and their belongings for prohibited items, including weapons, explosives, and other dangerous materials.
- Checking passengers' identification and travel documents to verify their eligibility to board the aircraft.

Warehouse Operative \ Cargo Security Screener. DHL Supply Chain (BAA Consolidation Centre - Heathrow Airport).

24th July 2011 – 31st March 2012

- Screening all outbound goods.
- Use inventory management systems to track stock levels and manage reordering processes.
- Manage temperature-controlled storage areas for goods that require specific environmental conditions.

SKILLS

- In-depth knowledge of IT systems, networks, hardware, and software. Microsoft office 365 PC/Mac, Workforce Management systems.
- Ability to convey complex technical information in a clear and understandable manner.
- Health and Safety and Manual handling trained.
- Highly attention to details and Time management
- Clear and concise communication and excellent written and verbal communication skills.
- Strong understanding of customer service principles.t

EDUCATION QUALIFICATIONS

- Bachelor of graphic design and digital communication - University of Wales (2007 to 2009).
- Diploma in Computer Science – Essex College, London, United Kingdom. (2009– 2010).
- Advance Diploma in Business Studies – London Reading College, London, United Kingdom (2010– 2011).
- International Diploma in Computer Studies – NCC-UK – Singapore Informatics. Sri Lanka (2004 –2005).
- Advance Diploma in Graphic Designing - Kent Academy of Digital Science. Sri Lanka (2001 –2002).
- Advance Diploma in Web Designing - Kent Academy of Digital Science. Sri Lanka (2000 –2001).
- G.C.E Advanced Level at Kalutara National School, Sri Lanka (2001).
- G.C.E Ordinary Level at Kalutara National School, Sri Lanka (1998)