



PUNUJA BULATHSINGHALA

AL RAYYAN,

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CAREER OBJECTIVE

To contribute best effort and talents in a Business Management position with the experience I have gained working as an Administrator & Marketing Executive with to create a high trust culture and superlative performance to fulfill the mission of the company with my experience and hard work.

WORK EXPERIENCE

Reservation Executive (July 2018 – April 2019)

Find My Fare LTD, Sri Lanka.

Responsibilities:

- Assisting and advising customers who may be choosing from a variety of travel options.
- Making reservations for customers based on their various requirements and budgetary allowances.
- Helping plan travel itineraries by suggesting local tourist attractions and places of interest.
- Processing payments and sending confirmation details to customers.
- Sorting out any issues that may arise with bookings or reservations.
- Providing support to customers who may need to amend or cancel a reservation.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Ensure customer satisfaction and provide professional customer support.

Direct Sales Executive (May 2019 - March 2020)

Vodafone, Qatar.

Responsibilities:

- Meeting with clients virtually or during sales visits.
- Canvassing assigned territories to present company products to potential customers.
- Assisting management in identifying viable marketing and pricing strategies.
- Contacting leads and setting up appointments to present company products.
- Completing order forms and submitting them for processing.
- Completing regular sales reports specifying the number of sales made.

Medical Associate (January 2021 – September 2021)

HealthRecon Connect Pvt Ltd (Infinity Diagnostic Laboratories New Jersey, USA)

Responsibilities:

- Ability to independently assess study type with moderate direction.
- Emerging Subject Matter Expert (SME) for processing of study submissions via Insights tool and processes related to external research proposal/affiliate study approval via Scientific Review Committee (SRC).
- Review of invoices against contract terms for approval of payments. ¶For studies with GPT funding, request of R/OSS for assigned studies.
- Primarily serves as Regional Medical Advisor but may serve as Global Medical Advisor on assigned projects.
- May perform medical case review of Serious Adverse Events (SAEs), including review of case documentation and patient narrative, in collaboration with the Pharmacovigilance department.
- May provide medical support for the Analysis of Similar Events (AOSE), in collaboration with or on behalf of Pharmacovigilance department.

Administrator (October 2021 – August 2022)

Rifnas Doha Trading & Services W.L.L

Responsibilities:

- Answering incoming calls: taking messages and re-directing calls as required.
- Dealing with email inquiries.
- Taking minutes.
- Diary management and arranging appointments, booking meeting rooms & conference facilities.
- Data entry (sales figures, property listings etc.)
- General office management such as ordering stationary.
- Organizing travel and accommodation for staff and customers.
- Providing administration support to Sales Reps, Property Managers and Senior Management.

Network Engineering (August 2023- Present 2024)

OOREDOO QATAR

- Monitoring network engineering performance and ensure system availability and reliability.
- Configuring and installing various network devices and services (e.g., routers, switches, firewalls, load balancers, VPN)
- Performing network maintenance and system upgrades including service packs, patches, hot fixes and security configurations
- Monitor system resource utilization, trending, and capacity planning.
- Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure.
- GIS System.

GRADUATED DIPLOMA IN INTERNATIONAL BUSINESS MANAGEMENT - (2021) London Metropolitan University (UK)

- Introduction to Business and Its Structure
- Management Process and Organizational Behavior
- Principles of Economics
- Human Resource Management
- Strategic Management
- Marketing Management
- Accounting and Financial Management
- Business Statistics and Data Analytics
- Business Intelligence
- Business Communication
- Entrepreneurship and Innovation Management
- Business Law

GRADUATED DIPLOMA IN AIRLINE TICKETING - (2019) Colombo, Sri Lanka. INTERNATIONAL AIR TICKETING ACCADEMY.

- IATA geography
- Traffic conference areas
- Sub-areas
- Fare construction formula
- Mileage system
- Fare types
- Normal unrestricted and normal restricted fares
- Restricted I fares overview
- Journey pricing
- One-ways
- Round and circle trips

**GRADUATED DIPLOMA IN AIRLINE CABIN CREW - (2019) Colombo, Sri Lanka.
INTERNATIONAL AIR TICKETING ACCADEMY.**

- Introduction to the airline industry and aircraft
- Crew member coordination and communication
- Customer service and managing passenger interactions
- Safety and emergency procedures (with virtual cabin walkthrough – narrow and wide body aircraft)
- General philosophy of for the carriage of dangerous goods and the risks associated with their transport on board an aircraft
- Awareness on security-related issues
- Security and dangerous

**INTERNATIONAL GCSE – ORDINARY LEVEL (2018)
Stafford International School Doha**

- Economics
- Business Studies
- Accounting
- Information Technology
- English
- Mathematics
- Leisure & Tourism

KEY SKILLS AND ACHIEVEMENTS

- Advanced level user of MS Excel, MS Word, MS PowerPoint, MS Outlook.
- Excellent written and verbal communication in English.
- Fast typing: experienced in data entry.
- Confident, resilient, outspoken, socially well planned.
- Computer based knowledge in Microsoft office, uses English as a marketing tool with knowledge in computers and database management specialized in MS office. Creative.
- Responsible.
- Adaptable.
- Commitment to career.
- Innovative.
- Team oriented.

LANGUAGE SKILLS

- Fluent in English speaking & writing.
- Fluent in Sinhala.

VOLUNTEER EXPERIENCE & ACHIEVEMENTS

- International Silver Award Trip – Leadership 2017.
- Football.
- Athletics.
- Basketball Captain.

REFERENCES

Mr. Wasantha Rathnayake
Network Maintenance Department
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