



PUNUJA BULATHSINGHALA

AL RAYYAN,

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CAREER OBJECTIVE

To diligently contribute my expertise, capabilities, and professional acumen to a Business Management role by effectively utilizing the experience I have acquired as an Administrator, Sales and Marketing Executive, and within the Telecommunications sector. I am committed to cultivating a culture of integrity, trust, and excellence while consistently delivering superior performance that aligns with and advances the strategic mission and long-term objectives of the organization through dedication, innovation, and unwavering work ethic.

WORK EXPERIENCE

Direct Sales Executive (Jan 2020 – March 2021)

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.

Administrator (April 2021 – August 2023)

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 – January 2025)

OOREDOO QATAR

- Monitoring network engineering performance and ensure system availability and reliability.
- Performing network maintenance and system upgrades including service packs, patches, hot fixes and security configurations & Router 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, Sybil System & Citrix.

Administrative Assistant & Front Office Executive (February 2025 – Present)
TREFFEN HOUSE HOTEL

- Process invoices, expense reports, and basic accounting documentation.
- Supervise clerical staff.
- Answers emails with an appropriate greeting, salutation, signature, or standard closing.
- Manage calendars via email, phone and face-to-face meetings.
- Plan meetings and arrange conference calls.
- Welcoming visitors and clients.
- Check-in and check-out guests efficiently.
- Direct all guest requests and issues to the proper departments; follow through to ensure requests and issues are fully resolved.
- Research as necessary to bill guests correctly (i.e. faxes, tours, laundry, allocations, VIP packages, etc.)
- Read the log book and/or emails daily and complete any requests.
- Ensure that mini bar procedures are followed including key security, final day postings, and recon, ciliation.
- Work closely with the housekeeping ng department to ensure the availability of rooms.

EDUCATION

BSC (HONS) IN BUSINESS MANAGEMENT - (2026) **OTHM LONDON (UK) - (L-6)**

- Leadership and People Management
- Business Research Project
- Operations Management
- Financial Decision Making
- Sustainable Business Practices
- Strategic Human Resource Management

GRADUATED DIPLOMA IN INTERNATIONAL BUSINESS MANAGEMENT - (2021) **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 - (2018)
Stafford International School Doha**

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.
- Team oriented.
- **Hold Valid Qatar Driving License.**

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

OOREDOO QATAR

Doha- Qatar

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Mr. Khalifa Al-Maadeed

(MOI) Officer

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