

WISHWAKA ATALUGAMA [Wishwaka Atalugama | LinkedIn](#)

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Communication | Customer relationship building
Skills | Conflict resolution techniques
Relationship Management | Team player
Office Suite expert | Time Management
One-on-one discussions | Setting clear goals
Cross-functional collaboration | Creating routines
Mentorship | Training and development

PROFESSIONAL SUMMARY

Reliable and challenging academic with years of experience as a demonstrator, trainer, motivator, at universities and different professional organizations. Exceptional communicator and team player, committed to fostering student success. Strives to be flexible and accommodating when assigning coursework and projects. Hands on experience in procurement and supply chain, operations management, Business Administration, Project management and Airports and Aviation Management in Sri Lanka and UK. Ready to take on new academic opportunities in a private and public university environment.

ACADEMIC QUALIFICATIONS

2023 Northumbria University | London, ENG, UK Master of Science: International Project Management: Merit

Course Modules > Managing programs and projects, Strategic Management, Research methods for professional practice, International financial and Contractual management, project implementation in a multinational context, professional practice in project management project.

Dissertation in Influence of the Leadership style of a Project Manager on overcoming cultural barriers in International Projects in IT Sector in Sri Lanka.

2020 Rajarata University of Sri Lanka | Mihintale, Sri Lanka Master of Business Administration: Business Administration

Overall Average > 65.23, Final GPA > 2.73

2010 Bandaranaike Centre for International Studies | Colombo, Sri Lanka, Higher Diploma: International Relations.

International Relations, Comparative Political Systems, International Politics, Sri Lanka in World Affairs, Conflict Resolution and Peace Studies.

2006 University of Kelaniya | Kelaniya, Sri Lanka, Sri Lanka Bachelor of Science: Physical Science

Course Modules > Mathematics, Physics, Computer Studies

President of Physics Students Association 2005-2006

2001 D.S. Senanayake College | Colombo, Sri Lanka, Sri Lanka GCE (Advance Level): Mathematics

Exam Modules: Chemistry-B, Physics-B, Combined Mathematics-C.

PROFESSIONAL QUALIFICATIONS

11/2022 - 02/2024 Customer Service Manager Ladbroke's | East Finchley, United Kingdom, UK

- Provide outstanding customer service and ensure a great customer journey, resolving complaints and issues when needed and taking bets on a wide range of sports and events.
- Maintain high shop standards and take pride in the shop appearance, promoting the company's product offering both in shop and online to customers to help drive shop profitability.
- Set and monitored SLAs and KPIs to achieve department targets.

02/2011 - 08/2022 Airport Manager, Bandaranaike International Airport, AASL | Colombo, Sri Lanka, Sri Lanka

- Accomplished tasks associated with 4 International Airports and Some of the Domestic Airports.
- Reported project status and financial updates to stakeholders and collected feedback.
- Led cross-departmental consultation meetings for establishing and developing project scope.
- Achieved outstanding customer satisfaction through effective team management.
- Identified ongoing issues and implemented solutions to maintain optimum service levels.
- Managed and coordinated 150-person team to be hardworking professionals.
- Cooperated with related service provision agencies to expand service offerings.
- Built professional networks with other businesses, partners and stakeholders.
- Coordinated training to improve operations, team morale and customer service.
- Coached and mentored junior staff, developing confidence and competence for improved service

delivery.

- Appraised staff to pinpoint performance gaps and learning needs and arranged training sessions to improve skill levels and quality of service delivery.

09/2010 - 01/2011 Customer Service Executive, HSBC Data Processing Lanka (Pvt) Ltd | Rajagiriya, Sri Lanka, Sri Lanka

- Executing of operations related to granting of Import Loans for International Transactions for Customers in Middle East Region using an online portal.

03/2007 - 05/2010, Assistant Project Manager, Lanka Logistics & Technologies Ltd | Sri Lanka

- Liaise and coordinate with Foreign Missions abroad, International Suppliers and End Users in Sri Lanka for procurement of Goods & Services Required for Agencies under the Purview of Ministry of Defense, Sri Lanka.
- Drafted accurate contracts with meticulous attention to company policy and legislative compliance.
- Used outstanding organization and project management skill to coordinate high-value supply chain activity.
- Demonstrated strategic stakeholder mapping, aiding smooth- running delivery of commercial activity.
- Built strong relationships with suppliers to optimize performance and guarantee contract deliverables.
- Conducted tender processes and sourced suppliers to effectively meet business needs and fulfil organizational strategy.
- Developed and monitored implementation strategies by creating project schedules and work plans.

06/2006 - 03/2010 Field Research Assistant, Centre for Poverty Analysis, Sri Lanka | Sri Lanka

- Gather information required for research using structured questionnaires
- Tabulate Qualitative and Quantitative data for analysis.
- Collected information from various communications and analyzed it for meaningful information.
- Regularly generated and printed reports to monitor activity and changes.

01/2006 - 03/2007, Demonstrator Physics, University of Kelaniya | Sri Lanka

- Kept records of student attendance, progress and activities to assess individual mastery of subject matter.
- Delivered subject matter to learners under direction and
- guidance of lead teachers.
- Administered examinations, graded papers and assigned fair, accurate grades based on results

AFFILIATIONS

Chartered Member of the Chartered Institute of Logistics and Transport, The Chartered Institute of Logistics and Transport, UK - Since 2019

OVERSEAS TRAINING

- Onsite 1: Airport Construction & Operation Course, Incheon International Airport Corporation, Republic of Korea > 3 Weeks, 2016
- Onsite 2: Airport Terminal Operations and Management Course, Singapore Aviation Academy, Singapore > 2 Weeks, 2014
- Onsite 3: Inbound Mobility and Industrial Visit, Universiti Utara Malaysia, Malaysia > 4 days, 2014
- Online 1: Training Course on Planning, Building and Operating of International Aviation Structure, Shangdong Foreign Trade Vocational College in Qingdao, P.R. China > 3 Weeks, 2021

LEADERSHIP CONTRIBUTIONS

- Class representative of International Project Management program.
- Served as President of Airport Manager's Association, Sri Lanka.2020-2022.
- Served as a committee member of Different Projects in International Airports.
- Lead teams during Annual Fixed Asset verifications in 4 Airports.
- Served as a Chairman/Member of TEC under various tender boards.
- Airport Coordinator for TV Program of Civil Aviation Authority of SL since April 2018.
- Served in various interview panels.
- Served as a resource person for Lectures/ Programs conducted by Civil Aviation Authority of Sri Lanka and Sri Lanka Airport & Aviation Academy.