



Subash Arun Prasad

Operations Manager

To Seek a challenging position in an organization where my existing skills can be developed further, whilst actively contributing to the organization's growth & success.



Work History

2020-11–
2021-10

Operations Manager.

MyOrders.lk, Colombo, Sri Lanka.

- Ensure Day to Day Operations.
- Customer Relationship Management.
- Coordinate with Departments and Supervise the Teams.
- Coordinate with Internal & external parties (supplier's)

2020-01 –
2020-10

Assistant Operation Manager.

*Oravel Technology and hospitality Lanka (PVT) LTD,
Colombo 05, Sri Lanka (Redundant due to Covid-19)*

- Provide prompt and efficient solutions to Hotel Owner/ Hotel Managers
- Key Account Management.
- Working with senior stakeholders in Tech and Revenue Management to resolve urgent technical queries or outages.
- Preparing Weekly and monthly business update report.

2014-12 –
2020-01

Team Leader

W. I. TEL Solutions (PVT) LTD, Ratmalana, Sri Lanka

- Team Management, Documentation & Reporting.
- Customer Relationship Management.
- Training New Employees.
- Delegating Tasks and set deadlines for the team.
- Monitor team Performance and Discover training needed and provide coaching.
- Customer service, technical support & troubleshooting to (MVNO and MNO) in USA and Canada Based Dealers and Customers.



Contact

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Skills

Operation Management

Customer Relationship
Management & Customer
Service

MS Office

Business Administration

Key Account Management

Problem Solving

2013-04 –

2014-11

Assistant Marketing Manager

Fuerza IT Solutions, Moratuwa, Sri Lanka

- Sales Calls: New Business.
- Product Marketing & Software Promotions.
- Client Presentations



Education

2013

Diploma in Business English

University of Colombo - Colombo. Sri Lanka

2010

BSC. Hons Java in Software Engineer

*CHAMBER OF CHARTED JAVA PROFESSIONALS
INTERNATIONA - Colombo, Sri Lanka*

2008

Diploma in Computer Hardware Engineering Diploma in Network Administration

Turnkey IT Training - Colombo. Sri Lanka

2008

GCE (Advance Level)

Ananda Sastralaya - Kotte. Sri Lanka

2005

GCE (Ordinary Level)

Ananda Sastralaya - Kotte. Sri Lanka



Additional Information

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Languages

English & Tamil