**Selvendran Satkunarajah**  
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**Career Objective:**

Seeking a position where I can use my experiences in Public Relations and

Communications, training and frontline aviation.

**Expertise & Abilities:**

* Advanced communications expertise with all customers, colleagues, and staff. Strong written & verbal skills.
* Disciplined and efficient in dynamic & multi-tasking environments.
* Deadlines are managed, planned out and delegated with a keen skill of team strengths.
* Quick adaptability to any new environment with a keen sense of understanding priorities and able to expand and carry out duties.

**Leadership and Work Experience**

**Asian Broadcasting Network (M) Sdn Bhd – (2014-)**

**AVP, Customer Service**

* Create and update SOP’s, facilitate marketing campaigns.
* Train staff to facilitate customer’s needs and enhance customer experience in all frontline positions.
* Managing all customer service centres, employment of staff and KPI delivery.
* Voice Over work for all ABN marketing campaigns.

**Australian University Programme, Sunway Education Group (2011-)**

**Panelist**

* Grade and provide constructive feedback for business model presentations from final year students.

**The Budimas Charitable Foundation (2013 – 2014)  
Manager, Home Management**

* Create and manage CSR branding exercises for corporate sponsors.
* Oversee fund raising mechanics. Train and strategise with fund raising teams to align with current and future projects.
* Research and present findings to the Board of Trustees on all requests for donations for emergency relief and charity events.

**The Malay Mail Sdn Bhd (2012 - 2013)  
Account Manager, Advertising Sales**

* Managed a portfolio of both direct and agency clients.
* Created marketing campaigns to maximise ROI for all clients by working together with circulation and editorial to provide an advertorial approach.
* Planned and executed the 1 Million Malay Mail edition for northern states successfully.

**Qatar Airways, (2003 – 2011)  
Purser/On Board Trainer**

* In charge of safety, security and service delivery of award winning 5 star service.
* Managed teams from a diverse pool of 122 nationalities to fulfil the airline’s high level of service and ensure personnel safety away from base.
* Updated department on progress and feedback to enhance on board services.
* Operated VIP, Special envoy and post inaugural flights for the State of Qatar and Qatar Airways, including VIP flights for the Doha Asian Games 2006 and the Beijing Olympics 2008.

**Malaysian Airlines, 1996 to 2002   
Senior Flight Attendant**

* Handled Skytrax evaluation flights working within a highly trained team that lead up to 4 Best Cabin Crew in The World Awards.
* Chosen to operate the VIP, team and envoy flights for the Sydney Olympics in 2000, followed by the Sydney Special Olympics 2000.

**Language Proficiency:**

* English and Bahasa Melayu.

**Education Details:**

* Bachelor of Marketing (Edmonton University)
* Malaysian Certificate in Education (1992)

**Reference:**

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