

Lahiru Prabath

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As an IT specialist with over 8 years of experience in the field, I have a strong foundation of knowledge and skills that I bring to every project. With previous experience in IT management positions in the hotel industry, I have a well-rounded understanding of the unique needs and challenges facing the IT industry. Currently, I am working as an Implementation Executive for a global hotel PMS solution software provider, where I have experience in implementing and training both onsite and cloud-based systems for local and international clients. I Believe My extensive experience in the IT field and in the hotel industry, combined with my 360 degrees of IT knowledge, will make me an asset to any team.

Experience

Senior Executive Implementation – FX PS - March-2022 to Present
IDS Next Business Solution, Sri Lanka Office.

- Implement a cloud-based version of PMS modules, such as Front Office, POS, Finance, HK, Material Management, and Channel Manager Integration.
- Manage full project lifecycle, from planning the Implementation, Kick Off meeting to Product Implementation, User Training, Progress meeting, Requirements capture and delivery, till the final handover of the project to support team after go-live.
- Work closely with the development team to deliver new deployments in the ERP system as per clients' requirements.
- Conduct quality assurance testing to ensure that all deliverables meet client requirements and adhere to best practices.
- Ensure that all deliverables meet client requirements and adhere to best practices, conducting user acceptance testing (UAT) prior to production deployment for the Client.
- Provide user training to both local and international clients, ensuring smooth adoption of new system modules and processes
- Ensure project timelines and milestones are met, including project planning, risk assessment, and issue resolution.
- Develop and maintain project documentation, including status reports, project plans, and documents.
- Provide support and mentorship to colleagues and team members, sharing knowledge and expertise to resolve complex technical issues.
- Provide L2 support for clients' issues via the case management ticketing system, Salesforce.
- Continuously seek opportunities to optimize the implementation process and improve client satisfaction and handle high-stress situations with poise.

Highlights

- ✚ Project Management and Implementation (onsite/Cloud)
- ✚ Hotel PMS [IDS | Opera | HotelKey | TAURAS | NAG]
- ✚ 360 Degrees IT Knowledge
- ✚ Digital Marketing (SEO | Social Media Marketing)
- ✚ OTA (Booking.com / Agoda / Expedia/Trip Advisor)
- ✚ Web Designing: (HTML|CSS| Bootstrap | Word Press)
- ✚ Hand on Experience in LAN/DNS/DHCP/VMware configurations
- ✚ VPN / MVPN / FIREWALL Configurations
- ✚ Microsoft windows OS (98/XP/VISTA/7/8/8.1/10 /server 2008, 2016)
- ✚ C-panel / Domain & Hosting Configuration
- ✚ CCTV (installing, configuration)
- ✚ Hotel Management IT/ Duty manager / Front Office / Reservations / Guest relation Experiences

IT Executive | Reservations

Aug/2020 - Oct/2021

Amaranthe Bay Resort & Spa, Trincomalee – Sri Lanka.

- Install and maintain software, hardware, and network systems.
- Perform regular backup operations to ensure data security.
- Implement and manage access controls, backups, and firewalls to enhance system security.
- Create and maintain internal technical documentation, manuals, and IT policies.
- Configure and manage firewalls (Cyberoam Firewall | Sophos Firewall).
- Configure and manage email systems and backups (Outlook | Namecheap Domain).
- Administer and maintain CCTV systems.
- Successfully implemented an online payment gateway for the organization with BOC. -----
- Proficient in digital marketing platforms such as Google My Business, Google Ads, TripAdvisor, and social media marketing.
- Experience in OTA and Channel Manager handling using eZee Centrix.
- Design marketing materials such as flyers, advertisements, and menus.
- Process reservations through various channels, including mail, telephone, social media, and web.
- Create special rates, packages, and promotions to boost revenue.
- Monitor and manage all booking cancellations, modifications, and updates.
- Supervise and assist in front office operations to ensure guest satisfaction.

IT Coordinator

Oct/2019 - Jul/2020

Athgira Hotel Group, Udawalawa – Sri Lanka.

- Manage IT infrastructure and introduce new technologies to hotel management.
- Install and maintain operating systems, software, network devices, and peripherals.
- Install and manage the hotel ERP system, and coordinate with the system company.
- Configure email, domain, hosting, VPN, and MVPN.
- Create and update social media accounts, and introduce social media marketing strategies.
- Install and configure new CCTV systems.
- Handle online and social media marketing and reservations.

Personal Details

Full Name:	A.G Lahiru Prabath Sri Bandara.
Birth Day:	06 th of July 1994
NIC:	941881920V
Gender:	Male
Nationality:	Sri Lankan
Civil Status:	Single

Educations

- ✚ Completed D-Tec Diploma in IT (ESoft)
- ✚ Completed ICT-NVQ4 (NCICT) Course (Full time) in NAITA
- ✚ Completed Graphic Design NVQ 4 Course (Full time) in NAITA
- ✚ Completed SLCDL Course (Sri Lanka Computer Driving License) NAITA
- ✚ Completed Hardware & Software Course In WYTECH
- ✚ Completed English Celvi Course

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De/Mel Navodya School- Melsiripura.

GCE (O/L) Examination 2010

Index No – 62373846

Result –

- A - 1
- B – 1
- C- 6

IT & Digital Marketing Executive

Oct-2018 – Oct-2019

Club Waskaduwa Beach Resort & Spa, Kalutara – Sri Lanka.

- Installing & maintain Operating Systems Software, Networks, and other peripheral devices and End-user Support
- Maintain WIFI System & Access point (**Unifi**)
- Maintain Hotel Management System (**IETS**)
- Email Configuration / Cpanel Domain & Hosting (ipage)
- CCTV Installing and Configuration & Monitoring (NVR)
- Door Locks System Install, configure and maintain (**Hafele**)
+++++++**Digital Marketing**+++++++
- Digital Marketing (Google My Business / Google ads / TripAdvisor review Express / Hotel Website Updating)
- OTA Handling (Booking.com/Agoda/expedia/hotel beds/TA)
- Social Media Marketing (Facebook/Instagram/Twitter/LinkedIn)
- Graphic Designing (Designing Flyers/Advertisements/etc.)
- Hotel Management (Duty Manager Role / Front Office / Guest Relations / Reservation)

Junior IT Executive-

Jan/2015 – Oct-2018

Villa Ocean View, Wadduwa – Sri Lanka.

- Install & Troubleshoot All IT Related Equipment
- Maintain All hotel computers & Network
- ADSL Router/LAN/ DHCP/VM Configurations
- Installing & maintain Operator System and Software
- Maintain the Hotel Management System
- (**Opera / MICROS / MC / ACCPAC**)
- Handling Hotel TV /Audio Line (PeoTV)
- CCTV Monitoring & Operating
- Hands on Experience in Call Billing System / Finger Print System
- Door Locks Maintain (**VingCard**)
- Graphic Designing

I would like to declare and certify that the above details are true & correct to the best of my knowledge.



Signature

References

W D Jayananda

IT Manager,

Villa Ocean View.

+940771654665

Chanaka Rajapaksha

Implementation – Lead PS

IDS Next Business Solution.

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