**SASIKA HASARANGA**Aircraft Dispatcher | Aviation Operations Specialist  
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**PROFESSIONAL SUMMARY**

Experienced Aircraft Dispatcher with over a decade in the aviation industry, primarily with SriLankan Airlines. Skilled in optimizing aircraft operations, ensuring compliance with safety standards, and effective coordination with flight crews and ground handling teams. Holds a BTEC Level 07 Diploma in Strategic Management & Leadership, with expertise in load and balance management, flight preparation, customer service excellence ,And station management. Committed to maintaining operational efficiency, safety, and regulatory compliance.

**PROFESSIONAL EXPERIENCE**

**Aircraft Dispatcher - SriLankan Airlines, CMB** *July 2024 – Present*

• Coordinate ground handling services including baggage loading/unloading, cargo operations, and passenger boarding.

• Prepare and communicate load sheets, trim sheets, and weight & balance data to flight crews.

• Ensure aircraft turnaround operations are completed within allocated time frames.

• Monitor flight schedules and adjust ground service activities to prevent delays.

• Liaise with ramp, passenger services, fueling, catering, and maintenance teams.

• Verify all safety checks and ground equipment positioning before aircraft movement.

• Manage aircraft parking bay assignments and gate changes in coordination with airport authorities.

• Relay weather updates, NOTAMs, and operational changes to relevant departments.

• Ensure compliance with aviation safety regulations, airline SOPs, and airport rules.

• Handle last-minute changes such as passenger offloads, cargo adjustments, and special load requests.

• Maintain accurate operational documentation for post-flight analysis and audits.

• Resolve on-ground operational issues quickly to maintain on-time performance.

• Support crew briefings with updated operational and flight information.

• Coordinate emergency response procedures during irregular operations or incidents.

• - Identified and resolved operational issues under tight schedules, maintaining on-time departure rates.

**Senior Airport Service Agent (Ramp) - SriLankan Airlines, CMB** *Feb 2023 – July 2024*

• Oversee aircraft loading and unloading operations to ensure safe and efficient handling of baggage, cargo, and mail.

• Verify weight and balance calculations, ensuring correct load distribution in compliance with airline and regulatory standards.

• Coordinate with load controllers, ramp agents, and ground handling teams to meet departure schedules.

• Supervise the proper handling of special loads, including dangerous goods, live animals, and oversized cargo.

• Ensure loading equipment (belt loaders, cargo dollies, container loaders) is positioned and operated safely.

• Conduct final load checks and confirm cargo door closure before aircraft pushback.

• Maintain strict safety compliance by enforcing ramp safety protocols and PPE use.

• Communicate last-minute load adjustments to flight dispatchers and flight crew.

• Monitor and record loading activities for operational reports and audits.

• Lead and train ramp staff to improve productivity and reduce loading errors.

• Respond to operational issues or emergencies during loading/unloading to avoid delays.

**Station Supervisor - SriLankan Airlines, Muscat Airport (Oman)** *Sep 2017 – Feb 2023*

• - Oversee Muscat airport station operations, ensuring compliance with airline policies and ICAO/IATA regulations.

• Manage passenger services, ramp operations, cargo handling, and dispatch coordination.

• Lead and motivate station staff, conducting performance evaluations and providing training.

• Maintain on-time performance (OTP) targets by resolving operational disruptions efficiently.

• Ensure strict safety and security compliance across all station activities.

• Coordinate with air traffic control (ATC), airport authorities, and regulatory agencies.

• Monitor and control station budgets, optimizing operational costs.

• Oversee baggage handling processes, minimizing mishandling rates.

• Manage customer service standards, handling VIP and high-priority passenger cases.

• Ensure proper handling of dangerous goods, special loads, and irregular operations (IROPs).

• Prepare operational reports, incident logs, and audit documentation.

• Serve as the primary point of contact for headquarters and ground handling partners.

• Implement contingency plans during emergencies or flight disruptions.

**Airport Service Agent (Passenger Handling) - SriLankan Airlines, CMB** *Dec 2011 – Sep 2017*

• - Assist passengers with check-in, boarding, and arrival procedures in compliance with airline and airport standards.

• Provide customer service support for flight changes, rebooking, and special assistance requests.

• Verify travel documents, visas, and security clearances before boarding.

• Coordinate with flight crews, security teams, and ground handling staff to ensure on-time departures.

• Manage baggage tagging and tracking, resolving lost and delayed baggage cases.

• Support passengers with special needs, including wheelchair assistance and unaccompanied minors.

• Announce boarding calls, flight updates, and gate changes clearly and professionally.

• Handle VIP and premium passenger services, ensuring personalized assistance.

• Resolve passenger complaints and service issues, maintaining high satisfaction ratings.

• Maintain compliance with aviation safety regulations and airline service standards.

• Operate departure control systems (DCS) for check-in and boarding processes.

• Assist in irregular operations (IROPs) by providing information and coordinating re-accommodation.

**EDUCATION**

BTEC Level 07 Diploma in Strategic Management & Leadership, Pearson (2023 - 2024)

Certificate in Passenger Handling, International Aviation Academy (2011)

General Certificate of Education Advanced Level (2005 - 2008)

General Certificate of Education Ordinary Level (1995 - 2005)

**SKILLS**

• Load and Balance Management

• Ramp Operations and Safety

• Flight Scheduling and Dispatch Tools

• Communication and Team Leadership

• Critical Thinking and Problem-Solving

• Weight and Balance Software Proficiency

**REFERENCES**

Chulanga Perera – Training and Development Executive  
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