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Based in London, UK

Profile

* Experienced in consultancy, airport/airline product/project management with a demonstrated history of working in the information technology.
* Skilled in risk management, Agile Methodologies, UX Research, SAFe and Lean Six Sigma.
* Proficiency in product marketing, delivering value propositions, enhanced user experience, solution adoption assessments, and health checks.
* Subject matter expert in the automation of Airline/Airport Ground Operations and Airport Operational Eco Systems.
* Led key projects for globally recognised organisations implementing sustainable change management and mission-critical solutions to deliver process improvements.
* Sound analytical knowledge in research, design, development, testing and deployment from legacy to new generation systems including digital and self-service solutions.
* Extensive frontline customer service experience in the Aviation and Hospitality industries.

Highlights

* Key stakeholder in the design, development and delivery of the Amadeus Altea Flight Management solution (140+ airlines, 40% market share, ranked #1 solution).
* Responsible for project managing the delivery of a key punctuality initiative at British Airways leading to a significant reduction in operational costs.
* Designed and delivered a range of training programs customised for various roles performed by ground and flight crew at Air Lanka.
* Deployed on secondment to UNHCR (Amman-Jordan) as a specialist airport ground operations coordinator facilitating the processing and repatriation of refugees during the Gulf War crisis.
* Overseas assignments (Tokyo, Singapore, Jeddah, Riyadh and Dallas) coordinating Passenger and Ground Handling activities on behalf of several airlines and ground handlers.
* Gatekeeper responsible for Aviation Industry Standards and Regulatory Mandates, representing Amadeus’s interests in compliance forums. (Industry standard and protocols for Exchange of Data between Organisations and Systems, adherence to Dangerous Goods Regulations, Safety and Compliance in Aircraft Handling.)

Qualifications and Technical Skills

* Enterprise Agility for Management – Amadeus IT Services UK Ltd
* Leading SAFe – Gladwell Academy
* Lean Six Sigma (Yellow Belt) – Amadeus IT Services UK Ltd
* Business Intelligence and Big Data – Amadeus IT Services UK Ltd
* Pragmatic Scrum Product Owner – Amadeus IT Services UK Ltd
* Problem Management (Error Hierarchy System) – Amadeus IT Services UK Ltd
* Jira Training – Amadeus IT Services UK Ltd
* Consultative Airline Solution Selling – Amadeus IT Services UK Ltd
* Statistical Measurement of Capability and Capacity – Amadeus IT Services UK Ltd
* Quality Function Deployment Methods – Amadeus IT services UK Ltd
* Code of Ethics & Business Conduct – Amadeus IT Services UK Ltd
* Change Management – Amadeus IT Services UK Ltd
* Global Distribution Systems Functionality – Amadeus IT Services UK Ltd
* Route Capacity Control – British Airways
* Advanced Load Planning & Load Control – British Airways
* Dangerous Goods Regulations – Air Lanka Centre for Training
* Ground Operations & Cargo Operations – Air Lanka Ground Services Training
* Interaction Management (Supervisory Skills) - Air Lanka Centre for Training
* Ground Operations Procedures - FedEx
* Essential Management Skills - Gorden V Killen Institute for Management Studies
* Airline Reservations, Fares & Ticketing - Air Lanka

Work History

ADBSAFEGATE Airport Systems June 2021 – Present

Proposition Manager

Responsible for the product/solution offering, strategy, and direction. Leading the global sales force in achieving key targets by proposing, managing and launching new propositions. Maintaining market intelligence through the global market success of the service, the proposition itself and competition.

Amadeus IT Services UK Ltd April 2005 to March 2021

PRODUCT MANGER

Responsible for managing the product evolution life cycle for a range of solutions to facilitate the automation of Aircraft/Airline/Airport handling activities including Mobile and Self-service applications.

* Began career at Amadeus as a product definition analyst conducting requirement assessments, writing specifications and coordinating QA activities.
* SME lead on several medium and large-scale project scoping exercises converting customer requirements into practical and deliverable user stories.
* Responsible for multiple product backlogs representing the voice of both customer and business in an agile product delivery on mission critical and time-constrained conditions.
* Conducted market research to shape and lead the product strategy and vision translating into roadmaps.
* Significant experience in managing risks, relationships with suppliers, collaborating with partners.
* Presented at industry events and conventions.
* Performed product marketing campaigns, conducted demonstrations, and delivered value propositions.
* Provided on-site consultancy expertise during project implementation and after sales support
* Conducted solutions adoption assessments, health checks, change management and process alignment programs.
* Organised high volume, major global client User Group Conventions at world-wide locations.

British Airways February 1994 to April 2005

SENIOR PROJECT EXECUTIVE

Responsible for multiple roles within British Airways managing operational activities and system developments related to Reservations, Ticketing, Passenger Processing and Ground Operations.

* Subject matter expert for automation of, Departure Control and Aircraft Weights and Balance Systems.
* Led a key project that was instrumental in optimizing the flight departure punctuality throughout British Airways worldwide network by designing and delivering processes and tools to optimize passenger flow (impacting 40 million passengers per annum).
* Test coordinator responsible for facilitating the in-house development and evolution of Mobile and Self-Service Passenger Processing Systems at British Airways.

Air Lanka February 1985 to August 1993

PASSENGER SERVICES SUPERVISOR/INSTRUCTOR

Acquired a wide range of skills, knowledge and experience in Airport Handling environments including Check-in, Boarding, Aircraft Weights and Balance, Flight Operations, Ramp and Cargo operations.

* Team leader responsible for managing Passenger Services and Ground Operation activities at the airport.
* Supervisor Load Control - Aircraft Weights and Balance management unit.
* IATA-affiliated instructor for Load Control - Aircraft Weights and Balance and Dangerous Goods Regulations.
* Designed and delivered a range of training programs customised for roles performed by ground and flight crew.
* Deployed on regular overseas assignments (Tokyo, Amman, Singapore, Jeddah, Riyadh, Dallas) as a specialist airport ground operations coordinator.

Interests

Enthusiastic about outdoor adventures and team sports. Avid fan of travel and photography (over 100 countries and still counting) with a keen interest in human behaviour in relation to food, culture, and the environment. I’m also a group coordinator for local volunteer organizations providing valuable youth services.