



THILINI WICKRAMASINGHE

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CAREER OBJECTIVE

Dedicated and results-driven professional with a background in IT and business administration, with a proven track record of translating complex business requirements into actionable insights, I aim to contribute to organizational success by delivering innovative solutions and driving strategic decision-making processes.

KEY STRENGTHS

- Strong communication skills developed through frequent interactions with team members, clients and suppliers of multiple backgrounds
- Ability to work well within a team and contribute to tasks to achieve organizational objectives.
- Self-learner and ability to adopt different technologies as necessary
- Excellent analytical skills developed through working with different companies and different market segments

EDUCATION

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|-------------|--|
| 2022 - 2024 | Master of Business Administration
PIM – University of Sri Jayewardenepura |
| 2019 – 2020 | Bachelor of Computer Networks (Hons)
University of Wolverhampton |
| 2013-2015 | Diploma in IT (Network Technology Management) (Level 7)
Cornell Institute of Business & Technology, NZ |

LANGUAGE AND TECHNICAL SKILLS

Language Skills: Sinhalese – Native
English – Professional Proficiency

Technical Skills: Github, Trello, Wordpress, Elementor, Flutter, Android studio, Firebase Realtime database, Google Drive, Zoho desk Helpdesk, Anydesk, Wireshark, Quickbooks, MS office, Team Viewer, Microsoft Teams, Power BI

PROFESSIONAL EXPERIENCE – SRI LANKA

June 2021 - Current **BUSINESS ANALYST | TECHNICAL SUPPORT ENGINEER**
Stallion Riders (Pvt) Ltd, Kalagedihena, Sri Lanka

Responsibilities,

- Lead product specification development, aligning with client requirements and budgets.
- Market research and analysis to gather business requirements, identify market gaps and developed business proposals. Our team was able to introduce Electric bicycles to the local market in early 2022 which boosted company revenues significantly during the economic crisis.
- Manage relationships with clients from Australia, Germany, India, Dubai and Maldives. Represented company in exhibitions in Maldives and Dubai.
- Liaising with users and management to ensure awareness and adherence to standards in using software systems including QuickBooks for invoicing, inventory management system, e-commerce website, Emails, Daraz seller portal and machinery-related IT software.
- Performing reviews and assessments of all IT systems architecture within the assembly plant. Recommending hardware and software strategies for optimal performance.
- Design and review technical documentation including guides, manuals and reports to support operational activities and maintenance of software and machinery-related systems.

Sept 2020 - May 2021 **ASSOCIATE BUSINESS ANALYST**
Spera Labs, Kaduwela, Sri Lanka

Responsibilities,

- Gained specialized knowledge in quality assurance guidelines and practices in agile software development process and progressed to Associate Business Analyst.
- Contributed to several local and overseas projects, including mobile applications, websites, and online retail apps. Main projects handled were in Healthcare, Niche social media and Retail web applications.
- Conducted final UAT and QA checks, conducted product demonstrations, presentations and client training.
- Conducted market research, gathered and analyzed business requirements, and developed business proposals.
- Worked closely with development teams and customers from USA and Sri Lanka, refining analytical and problem-solving skills in diverse contexts.

July 2016 - May 2021 **IT SUPPORT ENGINEER**
Alex Motion Picture Productions (Pvt) Ltd, Colombo, Sri Lanka

Responsibilities –

- Assisted with day-to-day operations, with a focus on Network and digital operations, ensuring uninterrupted video production.
- Managed IT infrastructure, deployment, configuration, and maintenance for optimal functionality.
- Provided technical support and troubleshooting for IT-related issues.
- Maintained Documentation

PROFESSIONAL EXPERIENCE – NEW ZEALAND

Dec 2015 - ORDER PROCESSING AND CUSTOMER SERVICE
June 2016 Onestaff Recruitment Agency, Palmerston North, New Zealand

PGG Wrightson Seeds NZ: Online Order Processing

- Managed online customer orders using the JDE order processing system, ensuring seamless processing during the peak season.
- Addressed customer inquiries promptly, maintaining high satisfaction levels.
- Collaborated with the production team onsite to optimize order handling procedures.

NZ Transport Agency: Customer Service and Data Entry

- Contributed to the internal monitoring team by efficiently managing work backlog and providing essential support in internal investigations.
- Handled online customer requests, delivering timely reports and ensuring a positive customer experience.

June 2014 - SALES CONSULTANT
Dec 2015 Mytaxback, Auckland, New Zealand

- Onboarding new customers and filling registration forms for tax services.
- In addition to resolving walk-in customer inquiries and onboarding clientele, executed successful door-to-door sales initiatives, expanding customer base.
- Maintained meticulous records of customer interactions and registrations.

REFEREES

Available upon request.