Madushika Samasasekara BSc IT (USA), Dip. IT

Support Engineer | ITIL Specialist | Cloud Enthusiast | Stakeholder Management Expert | Process Optimizer

Batakaththara, Piliyandala.

Mobile: 070-5524043

Email: **Shrimani.samarasekara@gmail.com**

LinkedIn: http://www.linkedin.com/in/madushika-samarasekara

A highly skilled IT Support Engineer with over 6 years of experience in managing and resolving complex technical issues, supporting cloud operations, and ensuring service excellence across multiple platforms. Proficient in ITIL processes, SLA management, and client relationship management, with hands-on experience in configuring JIRA workflows and providing top-tier technical support. Adept at analyzing and resolving technical challenges in cloud environments such as AWS, as well as managing diverse client accounts and maintaining high levels of customer satisfaction.

Experienced in project coordination, process optimization, and stakeholder management, consistently delivering results in multicultural environments. Strong background in Python, .NET, CRM tools (Zoho, Keycloak), and CMS platforms like EPI Server and Kentico. A proven ability to collaborate effectively across teams to streamline operations, enhance efficiency, and ensure the timely delivery of client-focused solutions. Possesses a Bachelor of Science in Information Technology and a diploma in Computer Studies, combining technical expertise with excellent communication skills to drive customer success and business growth.

AREAS OF PROFICIENCY

Incident Management	ITIL Processes	Cloud Operations
SLA Management	Client Relationship Management	Process Optimization
Stake Holder Management	Multicultural Collaboration	Requirement Management
IT Support & Troubleshooting	Project Coordination	Data Analysis & Reporting

---

SKILLS

Python	. Net	JIRA
Service Now	CRM (Zoho, Key clock)	CMS (EPI Server)
Kentico	EPI Server	Naemon monitoring
AWS	Rabbit MQ	Dot Digital
Sendgrid	MySQL	CloudWatch

PROFESSIONAL EXPERIENCE

✜ **Product Support Analyst, Novigi Pvt Ltd, April 2025 to Present**

Managing and resolving all tickets across the projects

Participating in client engagements and delivering comprehensive progress updates.

Configuring JIRA workflows and settings for seamless project onboarding.

Ensuring prompt and satisfactory resolution of consumer inquiries in alignment with service standards.

Assisting clients with application deployment, addressing technical queries, and escalating critical issues to the software development team for resolution.

Handling Priority 1 through Priority 4 issues with a structured and timely approach.

Executing immediate corrective actions for all logged tickets, adhering strictly to established Service Level Agreements (SLAs).

Diagnosing IT challenges by conducting targeted inquiries and analyses with clients.

Providing clients with meticulous, step-by-step guidance to resolve technical challenges effectively.

Prioritizing client inquiries while escalating complex technical issues to IT developers for expedited handling.

Maintaining and updating comprehensive run-books for project documentation.

Generating JIRA analytics reports and meticulously documenting project progress and workflows.

Facilitating client communication through formal emails and other professional channels to solicit feedback and maintain engagement.

Monitoring the daily monitoring dashboards and checking for the updates and issues.

✝ **Support Engineer, Mitra innovation, Mar 2021 to April 2025**

Managing and resolving all tickets across multiple projects hosted within the AWS ecosystem.

Participating in client engagements and delivering comprehensive progress updates.

Configuring JIRA workflows and settings for seamless project onboarding.

Ensuring prompt and satisfactory resolution of consumer inquiries in alignment with service standards.

Assisting clients with application deployment, addressing technical queries, and escalating critical issues to the software development team for resolution.

Handling Priority 1 through Priority 4 issues with a structured and timely approach.

Executing immediate corrective actions for all logged tickets, adhering strictly to established Service Level Agreements (SLAs).

Diagnosing IT challenges by conducting targeted inquiries and analyses with clients.

Providing clients with meticulous, step-by-step guidance to resolve technical challenges effectively.

Prioritizing client inquiries while escalating complex technical issues to IT developers for expedited handling.

Maintaining and updating comprehensive runbooks for project documentation.

Generating JIRA analytics reports and meticulously documenting project progress and workflows.

Facilitating client communication through formal emails and other professional channels to solicit feedback and maintain engagement.

Preparing and presenting detailed monthly service review presentations to stakeholders.

✝ **Client Relations Assistant Manager, Canada Gateway lawyers, Sept 2019 to March 2021.**

Built and nurtured strong client relationships to foster retention, satisfaction, and growth opportunities. Acted as the primary point of contact for client communications, ensuring seamless collaboration and effective resolution of queries.

Managed six client accounts, achieving $30,000 in Visa consultation sales over two months. Ensured contract deliverables were met with high client satisfaction, driving profitability and maintaining service excellence.

Developed strong advisory relationships with key decision-makers, providing tailored guidance and support to address client-specific needs in immigration, student visa, and consultation services.

Partnered with internal departments to ensure timely delivery of client orders and align processes to meet or exceed expectations. Coordinated efforts across teams to maintain operational efficiency.

Identified client challenges and developed tailored solutions to address their individual

needs, improving client outcomes and overall satisfaction.

Designed and implemented strategies to enhance client retention rates, ensuring a steady pipeline of repeat business and referrals.

Streamlined client communication processes and improved workflow efficiency to reduce response times and enhance service quality.

Gained comprehensive expertise in the immigration, student visa, and consultation domains, understanding regulatory requirements, client expectations, and market trends to deliver superior service.

✟ **Information Technology Executive, Minnesota State University Moorhead, USA, Oct 2016 to May 2018**

Designed, developed, and implemented systems, policies, and procedures to streamline operations and enhance efficiency.

Ensured robust security measures for data, network access, and backup systems to protect sensitive information and maintain system integrity.

Conducted comprehensive audits of IT assets and equipment, ensuring compliance with organizational standards and identifying areas for improvement.

Led IT initiatives by coordinating with in-house technical teams, fostering collaboration to meet project goals and deliver innovative solutions.

Created and maintained an internal wiki with detailed technical documentation, manuals, and IT policies to support knowledge sharing and team onboarding.

Regularly upgraded systems with new releases and models to optimize performance, address emerging needs, and ensure up-to-date infrastructure.

✟ **System Developer - SSP corporate (Private) Limited, Jun 2012 to Nov 2013.**

Led the revamping of an existing payroll application, migrating it to C# to enhance functionality and performance.

Collaborated with senior developers to discuss client requirements and propose tailored solutions that meet their business needs.

Modified and optimized existing software to resolve errors, adapt to new hardware, and upgrade interfaces to improve overall system performance.

Designed and developed software systems by applying scientific analysis and mathematical models to predict outcomes and assess the consequences of design decisions, ensuring effective and efficient solutions.

ACADEMIC CREDENTIALS

✞ Bachelor of Science in Information Technology, Minnesota State University Moorhead, USA 2018 Graduated with a Class 2nd Lower

✞ Diploma in Computer Studies Informatics Institute of Information Technology 2009

NON-RELATED REFEREES

Saman Karunarathne
Principal Business Systems Analyst
IFS R&D International (Pvt) Ltd.
Mobile: +94 773 632 780

Email: saman.kumara@ifsworld.com

Janak Gunasekara
Director - Head of Support
Enactor
Mobile: +94 77 547 9954
Email: jgunasekera@enactor.co.uk