



THARAKA NAWARATHNA

System Support Specialist/ERP Specialist

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EXPERTISE AREAS

- System Trainer
- System Implementer
- Hardware / Software Knowledge
- Inventory Handling
- Customer Support
- Administration
- Troubleshooting
- MS Office Suite

PERSONAL DETAILS

- Date of Birth : 03/05/1990
- Nationality : Sri Lankan

PERSONAL SKILLS

- Customer support and stakeholder coordination
- Decision making and problem solving
- Accountability and responsibility
- Oral and written communication skills
- Coaching, mentoring, and enablement
- Adaptability and flexibility
- Emotional intelligence
- Effective collaboration with multicultural and globally distributed teams.

Technical Skills

- Application Support & Troubleshooting
- Business Process Analysis
- System Administration & Security
- Incident & Problem Management
- Process Compliance & Quality Assurance
- Microsoft Office Suite
- Cross-Cultural Communication

OBJECTIVE

To secure a profession in the information systems and IT industry that will let me grow professionally and use my solid background in end-user assistance, software deployment, and troubleshooting. As an undergraduate studying software engineering with practical experience in a variety of industries, including the production of tea, tires (rubber), palm and coconut oil, and clothing, I am excited to use my aptitude for system implementation and problem-solving to promote organizational efficiency and inventiveness.

WORK EXPERIENCE

ERP Specialist (IFS/Acumatica)

Global Rubber Industries, Sri Lanka

09/2023 to Present

- Ensured 100% accuracy of ERP system data across IFS and Acumatica, improving real-time data visibility and decision-making.
- Reduced manual data entry by delivering automation solutions and digitized workflows, enhancing operational efficiency.
- Provided end-to-end ERP implementation and troubleshooting support across IFS modules including Marketing, Procurement, Inventory Management, Manufacturing, Logistics, and Order-to-Shipment (DOP) processes.
- Delivered front-end and back-end user training for local and global users, while fostering a collaborative, team-oriented work environment.
- Delivered ERP implementation, training, and support for local and global users, ensuring consistent system usage across worldwide operations.

System Support Specialist (IFS)

01/2017 – 09/2023

Emjay International Pvt Ltd, Sri Lanka.

- Managed ERP (IFS) and HRIS system administration with 100% data accuracy, ensuring data integrity, compliance, and system reliability.
- Provided end-to-end IT and ERP support (L1-L3), including incident management, troubleshooting, and root cause analysis across business systems.
- Delivered end-user training and functional support with over 5 years of experience in IFS ERP modules (Marketing, Procurement, Inventory, Manufacturing).
- Conducted cross-functional training and user support for Merchandising, Warehouse, Operations, HR, and Logistics teams.
- Led ERP implementation, configuration, testing, and commissioning, ensuring smooth system deployment and minimal business disruption.
- Implemented process automation and continuous improvement initiatives, reducing manual data entry and operational inefficiencies.
- Optimized Help Desk operations and service delivery, meeting SLAs while managing multiple priorities in fast-paced environments.

LANGUAGES

- English - Fluent
- Tamil - Intermediate
- Sinhala - Native Proficiency

REFERENCES

Mr.Gayan Wikkramasinghe,

Chief AI Officer,
Buckingham Magnetics Ltd ,
London, United Kingdom.

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[linkedin.com/in/gayan](https://www.linkedin.com/in/gayan)

Mr.I.G.P.A.Kulasooriya,

Head Of IT,
Nelna Group of Companies,
Meethirigala,Sri Lanka

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- Provided operational support on a daily basis, including responding to incidents, service requests, and assigned tasks, including Inventory management /Book keeping.
- Supported the installation, configuration, and troubleshooting of PC workstations and laptops' hardware and software.

EDUCATION QUALIFICATIONS

- **B'Eng (Hons) in Software Engineering,**
London Metropolitan University
- **Higher Diploma in Software Engineering**
National Institute of Business
Management, Sri Lanka
- **Diploma in System Designing**
National Institute of Business
Management, Sri Lanka