



# DANUSHKA GUNASEKARA

## About Me

Seeking a position in life to utilize my skills and abilities and achieve professional growth while being resourceful. Innovative and flexible. To add valuable asset to your esteemed organization as an active member.



+971529652090



danushkagunasekara1993@gmail.com



Old Rola Building, Sharaf DG, Dubai



<https://flic.kr/s/aHBqjBb5Hg>



[linkedin.com/in/danushka-srimal-990b6a156](https://www.linkedin.com/in/danushka-srimal-990b6a156)

## EDUCATION

### Cardiff Metropolitan University

BSc. Business Information Systems  
2021-2023

### National Institute in Business Management

Diploma in Computer System Design  
2015-2016

## LANGUAGE

- English
- Sinhala

## EXPERIENCE

### ERP and POS Developer - PHP Laravel 9

HD Digital Media L.L.C - WTC, Dubai

2024 January - 2024 March

- Test and deploy applications and systems
- Producing code using PHP Laravel framework and MySQL databases.
- Upgrading, configuring and debugging existing systems.
- Providing technical support for web, desktop or mobile applications..

### Application Support Engineer - Core System

Union Assurance PLC - Colombo 03, Sri Lanka

2023 January - 2023 December

- Fostered strong customer relationships through proactive engagement and dedicated customer support.
- Managed the User Acceptance Testing (UAT) environment, ensuring timely updates and system reliability.
- Performed regular backups and updates of the Oracle database to maintain data integrity.
- Developed custom SQL queries to assist the Development Teams with data analysis and reporting.
- Conducted daily monitoring of database batches to ensure smooth operational workflows.
- Supported critical month-end processes, contributing to efficient financial closing procedures.

### System Developer - VB.Net

Sathuta Builders (PVT) Ltd, Kurunegala ,Sri Lanka

2022 January - 2023 January

- Test and deploy applications and systems
- Producing code using .NET languages (VB .NET)
- Upgrading, configuring and debugging existing systems.
- Providing technical support for web, desktop or mobile applications.
- Customized reports and Report building.
- User support and provide user training.
- Backup database and Database Management.
- ERP System mail configuration and development.

## SKILLS

- Management Skills
- Digital Marketing
- Negotiation
- Critical Thinking
- Leadership

## PROJECTS

- IT Helpdesk Management System
- Online Train Booking and Tracking System.
- sathutabuilders.com (MSSQL, ASP.Net, JavaScript, CSS, HTML).
- ERP System for Auto-mobile Service Center.

## EXPERTISE

- MS SQL/ MySQL /PL SQL
- Laravel 9 / VB.Net / PHP
- JavaScript / CSS / HTML
- R Studio
- Crystal Reports
- MS Office Package
- MS ActiveDirectory
- Adobe Photoshop/ Illustrator
- Canva Pro
- ChatGPT

### ERP System Developer - PHP

Softknowledge Business Solutions Pvt Ltd - Sri Lanka

2018 Aug - 2019 Sept

- Orchestrated the strategic planning and design of ERP and POS systems to streamline business operations.
- Develop ERP systems for Manufacturing companies.
- And using PHP Laravel framework and MySQL databases.

### Computer Hardware and Network Technician

National Water Supply & Drainage Board - Sri Lanka

2019 December - 2021 December

- Expertly managed IT support for over 300 users, including the development of an efficient ticketing system.
- Provided comprehensive support for software, hardware, and network issues across desktops, laptops, and servers.
- Skilled in the installation, maintenance, and operation of servers, PCs, essential software, and network infrastructure.
- Delivered prompt issue resolution through both remote phone support and on-site technical assistance.
- Proficient in installing and troubleshooting a variety of operating systems, including Windows 7, 8, 10, 11, and Server 2008/2012.
- Maintained Windows Active Directory to ensure secure and organized user management.

### Customer Support Executive

Retail Information Technology - Sri Lanka

2017 Nov - 2018 July

- Support to customer for ERP and POS Systems.
- Implementation POS and ERP system to Clients.
- Coordinate with clients and development team.

### Cashier

Sirisara Fashion House - Sri Lanka

2014 - 2015

- Efficiently processed sales transactions using a cash register, ensuring accurate itemization and totaling of customer purchases.
- Provided exceptional customer service by resolving issues and promptly addressing inquiries.
- Expertly handled bagging of purchases when required, enhancing customer satisfaction.
- Skillfully managed return transactions, maintaining a smooth and efficient checkout experience.
- Accurately collected payments through various methods including cash, checks, and credit cards, and provided correct change to cash customers.
- Upheld checkout operations integrity by adhering to company policies and procedures, and communicated suggestions for improvements.