



Samaranayaka Mahendrage
Prabhatha Sankhitha
Jayawickrama



prabhathasj@gmail.com



+971583026094



F/1/3, Randiwela,
Mawanella



29th June 1996



Sri Lankan



N8171589



Visit Visa

Skills

Languages

- English

Computer

- MS Office
- Computer Networking
- Hardware Troubleshooting
- Adobe Photoshop & Illustrator

Sales & Marketing

- Receptionist Duties
- Customer Service
- Customer Support
- Sales & Marketing

Prabhatha Jayawickrama

Working Experience

Elsteel PVT LTD – IT Assistant

From the 02nd of November 2022 to the 19th of January 2024

- Technical Support Services for End Users
- Addressing software issues, network breakdowns, hardware failures.
- Supporting Office 365.
- Providing AnyDesk & Remote Desktop support.
- Troubleshooting networking and Raspberry Pi-based ERP systems.
- Operating CCTV systems.

Assetline Finance Ltd – Junior Business Administrator

From the 05th of October 2020 to the 01st of November 2022

- Assistance Services:
- Handling financial documents
- Marketing
- Recoveries
- Supplier payments
- Inquiries
- Cashiering

Ideal IT Solutions – Trainee CCTV & Network Technician

From the 03rd of June 2019 to the 04th of November 2019

- CCTV Installation & Troubleshooting
- Network, 3C2V & Power Cabling
- Computer Hardware Troubleshooting
- CCTV Hardware & Computer Hardware Sales

Union Bank PLC – Personal Banking Advisor

From the 05th of November 2019 to the 20th of March 2020

- Customer Service Overview
- Visiting customers to introduce products and features.
- Handling customer inquiries and complaints.

Other

Successfully completed the introduction to Raspberry Pi course organized by EC-Council.

Successfully completed the introduction to Cisco Lab Crash Course organized by EC-Council.

Successfully completed the Introduction to Dark Web, Anonymity, and Cryptocurrency course organized by EC-Council.

Successfully completed the vegetable & fruit dehydration workshop conducted by Industrial Development Board Sri Lanka.

Education Qualification

I did my A/L's in 2016 and got one "A" pass and two "C" passes. I did my O/L's in 2012 and got two "A" passes, four "B" passes, and three "C" passes.

Royal Garden Holding – Front Office Receptionist

From the 28th of November 2018 to the 20th of May 2019

- *Handling reservations and inquiries.*
- *Handling payments for reservations and banquets.*
- *Performing cashiering duties.*

Ceylon electricity board – Trainee

From the 10 of May 2018 to the 10th of November 2018

- *Computer & Network Troubleshooting Overview*
- *Adding consumer data to system.*
- *Managing breakdown complaints.*

Extra Qualification

Pearson BTEC Higher National Diploma (HND) in computing (Network Engineering)

(Esoft metro campus – Kandy), (January 2022 – February 2019)

- *Programming*
- *Networking*
- *Professional Practice*
- *Database design & development, Security*
- *Managing a successful computing project*
- *Computing research project*
- *Business intelligence*
- *Transport network design*
- *Cloud computing, Network security*
- *Website design & development*
- *Maths for computing*
- *Systems analysis & design*
- *Emerging Technologies*

Diploma in ICT NVQ Level 05

(Technical College – Kegalle) (June 2018 – March 2017)

- *Database System*
- *Graphic Design*
- *Software Programming*
- *System Analysis & Design*
- *Workplace Information & Communication*
- *Software Testing*
- *Web Programming*
- *Web Design*
- *Local Area Network*
- *Plan Work to be performed in workplace.*

Advancing Career skill's (English) NVQ Level 04

(Technical College – Kegalle)(September 2016 – December 2016)

Computer Application Assistant NVQ Level 03

(Zonal computer resource center – Mawanalla)
(September 2015 – December 2015)

Declaration

I here declare that the above-given information is true to the best of my knowledge, and if it is found to be wrong, then my candidature will be illegal.

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Prabhatha Jayawickrama

Reference

•Mr. Nilantha Samaradiwakara

Branch Manager - Matale

People's Merchant Finance PLC

Sri Lanka

0772374672

•Mr.Lakmal Thisera

Junior Manager – IT Infrastructure

Elsteel PVT LTD – Katunayake

Sri Lanka

Lakmal.thisera@elsteel.com

0768635532