

# DINUSHA MALITH BALASURIYA

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GRAPIC DESIGNER | WORDPRESS WEB DEVELOPER | UI UX DESIGNER | DIGITAL  
PRINTING MACHINE OPERATERA

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Visa Status: Visit Visa | Sri Lankan | <https://www.linkedin.com/in/dinusha-malith->



## Objective

I am a Versatile Graphic Designer, UI Designer, Freelancer, and Word Press Developer with a deep passion for design and creativity. My Professional journey has equipped me with a strong work ethic, reliability, and exceptional time management skills. As a good listener and eager learner, I strive for effective communication with individuals from all walks of life.

## Education

- BTECH PEARSON HIGHER NATIONAL DIPLOMA IN COMPUTING | ESOF METRO CAMPUS | 2019-2022
- DIPLOMA IN GRAPHIC DESIGN | VOCATIONAL TRAINING INSTITUTE | 2022-2023
- DIPLOMA IN MICROSOFT EXCEL | DIALOG CSTA ACADEMY | 2022
- DIPLOMA IN NETWORKING & HARDWARE PC | 2015
- PASSED GCE O/L EXAMINATION | GOVERNMENT EXAM | 2015 (SRI LANKA)
- PASSED GCE A/L EXAMINATION | GOVERNMENT EXAM (MATH STREAM) | 2018 (SRI LANKA)

## Skills & Abilities

- PHOTOSHOP & ILLUSTRATOR
- DIGITAL PRINTING MACHINE OPERATE & PLOTTER MACHINE OPERATE
- FIGMA
- WORDPRESS
- MICROSOFT OFFICE
- EMAIL MARKETING

## Languages

- SINHALA (NATIVE)
- ENGLISH (INTERMEDIATE)

## Experience

### **GRAPHIC DESIGNER | DIGITAL PRINTING MACHINE OPERATER**

Neoflex Advertising LLC, Dubai, UAE | 2024 Oct – Present  
(Printing Machine: Mouto Xpertjet 1682 SR Pro)

- Adjusting machine settings for different job requirements, including paper size and ink distribution.
- Inspecting machines for any defects and performing preventive maintenance.
- Loading, running and unloading print jobs, while overseeing and guiding the print process.
- Monitoring the print runs for quality control to ensure that printed materials meet the preset standards.
- Create or modify vehicle designs using computer-aided design illustrator software
- Sketch initial design concepts and discuss them with the team and clients
- Research on latest design trends, customer preferences and incorporate them into designs
- Design the visual aspects of a vehicle, including the shape, color, materials, finish, and ergonomics

### **GRAPHIC DESIGNER | DIGITAL PRINTING MACHINE OPERATER (PART TIME)**

Al Mizan Advertising LLC, Ajman, UAE | 2024 Sep - Oct

- Adjusting machine settings for different job requirements, including paper size and ink distribution.
- Inspecting machines for any defects and performing preventive maintenance.
- Loading, running and unloading print jobs, while overseeing and guiding the print process.
- Monitoring the print runs for quality control to ensure that printed materials meet the preset standards.

### **WORDPRESS WEB DEVELOPER**

Horizon Hoppers LLC, Dubai, UAE | 2024 March – 2024 Sep

- Designing and building the website front-end.
- Creating the website architecture.
- Designing and managing the website back-end including database and server integration.
- Generating WordPress themes and plugins.
- Conducting website performance tests.
- Troubleshooting content issues.

### **SOCIAL MEDIA POST DESIGNER | UIUX DESIGNER | WORDPRESS WEB DEVELOPER**

Pixxel Cretors (PVT) Ltd, Sri Lanka | 2023 March – 2024 Jan

- Designing and building the website front-end.
- Creating the website architecture.
- Designing and managing the website back-end including database and server integration.
- Generating WordPress themes and plugins.
- Conducting website performance tests.
- Troubleshooting content issues.

- Design top-notch graphic content for different social media channels
- Develop fresh concepts based on company goals and current social media trends
- Analyze design briefs and outline requirements
- Present ideas and drafts to the team
- Ensure that all the graphic elements are consistent in terms of style, colors, and message
- Test graphic elements on different devices
- Utilize programming skills to create engaging apps and build exceptional pages
- Work with the marketing team to build a strong social media presence
- Measure key performance indicators and provide suggestions on what can be improved

### **CUSTOMER SERVICE CENTER BRANCH MANAGER (TELECOMMUNICATION COMPANY)**

Dialog Axiata PLC, Sri Lanka | 2021 Dec – 2023 Feb

- Improve customer service experience, create engaged customers and facilitate organic growth
- Take ownership of customers issues and follow problems through to resolution
- Set a clear mission and deploy strategies focused towards that mission
- Develop service procedures, policies and standards
- Keep accurate records and document customer service actions and discussions
- Analyze statistics and compile accurate reports
- Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment

### **CUSTOMER SERVICE EXECUTIVE & FRONT LINE OFFICER (TELECOMMUNICATION COMPANY)**

Dialog Axiata PLC, Sri Lanka | 2020 June – 2021 Dec

- Answering questions about a company's products or services
- Processing orders and transactions.
- Resolving issues and troubleshooting technical problems
- Delivering information about a company's offerings.
- Providing proactive customer outreach
- Handling customer complaints
- Collecting and analyzing customer feedback

### **CASHIER & FRONT LINE OFFICER (TELECOMMUNICATION COMPANY)**

Dialog Axiata PLC, Sri Lanka | 2019 June – 2020 June

- Handle cash, credit, or check transactions with customers
- Scan goods and collect payments
- Ensure pricing is correct
- Issue change, receipts, refunds, or tickets
- Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
- Make sales referrals, cross-sell products, and introduce new ones

- Resolve customer complaints, guide them, and provide relevant information
- Bag items carefully
- Greet customers when entering or leaving establishment

### **GRAPHIC DESIGNER & DIGITAL PRINTING MACHINE OPERATOR**

SD Advertising (PVT) LTD, Sri Lanka | 2016 Jan – 2019 June

- Design top-notch graphic content for different social media channels
- Develop fresh concepts based on company goals and current social media trends
- Analyze design briefs and outline requirements
- Present ideas and drafts to the team
- Ensure that all the graphic elements are consistent in terms of style, colors, and message
- Test graphic elements on different devices

### **References**

- Asanka Dilruksha Gunawardhana  
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