

## **DILAN CHATHURANGA SIRIWARDENA**

Experienced Professional in Operations, Sales & Production Management

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### **PROFESSIONAL SUMMARY**

Results-driven professional with 10+ years of leadership experience in operations management, sales, business development, and production planning within the printing and packaging industry. Adept at optimizing workflows, driving efficiency, and leading teams to achieve business goals. Proven expertise in customer relationship management, quality assurance, supply chain coordination, and cost reduction strategies. Highly skilled in ERP & SAP systems, ISO 9001:2015 & FSC-certified processes, and business expansion strategies. Now seeking a challenging role in operations, sales, or branch management to contribute expertise and drive growth in a dynamic organization.

### **CORE SKILLS**

- Operations & Business Development
- Sales & Marketing Strategies
- Customer Relationship Management
- Team Leadership & Training
- Production Planning & Scheduling
- Quality Assurance & ISO/FSC Compliance
- Supply Chain & Inventory Management
- ERP & SAP Systems

### **PROFESSIONAL EXPERIENCE**

#### **Manager - Planning | 2023 - Present**

Savinda Printing & Packaging (Pvt) Ltd, Sri Lanka

- Developed and implemented strategic business and production plans to optimize workflow and maximize revenue.
- Led cross-functional teams to ensure efficiency, quality, and customer satisfaction.
- Monitored operations, identified growth opportunities, and provided performance reports to senior management.
- Ensured cost-effective utilization of manpower, equipment, and materials.

### **Senior Executive – Planning 2018 – 2023**

r-Pac, Sri Lanka

- Spearheaded end-to-end operations management, ensuring smooth production and timely delivery.
- Collaborated with sales & marketing teams to align production capabilities with market demands.
- Managed customer expectations, negotiated contracts, and strengthened business relationships.
- Led a team of planners and operators, fostering a culture of excellence and innovation.

### **Assistant Manager - QA (HOD) | 2015 - 2017**

Print USA (Pvt) Ltd, Sri Lanka

- Supervised quality control processes, ensuring compliance with ISO 9001:2015 & FSC standards.
- Conducted audits, developed process improvement strategies, and enhanced overall efficiency.
- Provided technical support to the sales team, ensuring product quality met customer requirements.

### **Production Executive | 2010 - 2015**

Wilkins Spence Packaging Lanka (Pvt) Ltd, Sri Lanka

- Managed workflow coordination, quality control, and customer support to maintain high service levels.
- Ensured production met compliance and operational excellence benchmarks.

### **EDUCATION & CERTIFICATIONS**

- Postgraduate Diploma in Management - Aquinas University College, Sri Lanka (2010)
- Diploma in Marketing - Aquinas University College, Sri Lanka (2010)
- Advanced Diploma in Management Studies - Aquinas University College, Sri Lanka (2009)
- ISO 9001:2015 & FSC Certification Training
- Occupational First Aid - Sri Lanka Red Cross Society

### **TECHNICAL SKILLS**

- ERP & SAP Systems
- Microsoft Office Suite (Excel, Word, PowerPoint)
- Production Planning & Sales Forecasting Software
- Customer Relationship Management (CRM) Tools

### **AWARDS & RECOGNITIONS**

- JASTECA Award - Productivity & Efficiency Improvement (5S & Kaizen)
- Athletic & Leadership Awards - School Prize Giving & National-Level Achievements

### **REFERENCES**

Available upon request.