

# SELWARATHNAM MAJITH

TECH SUPPORT



## PERSONAL SUMMARY

A dedicated and detail-oriented professional with experience in administrative tasks, PC repairs, and WordPress development. Self-motivated and quick to adapt, I possess a strong foundation in technical and creative problem-solving, coupled with excellent organizational skills. Seeking an opportunity to leverage my skills in a dynamic work environment.

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## WORK EXPERIENCE

### Dec 2024 - PRESENT

PC Repair Shop, Mawathagama

#### PC Technician

- Diagnosed and resolved software and hardware issues in customer PCs and laptops.
- Performed OS installations, driver updates, virus removals, and software setups.
- Provided technical support to customers, explaining solutions in non-technical terms.
- Replaced and upgraded hardware components like SSDs, RAM, and power supplies.
- Configured and optimized PC settings for better performance and security.
- Assisted in troubleshooting network connectivity issues for home and office setups.

### August 2024 – November 2024

District Election Office, Kurunegala

#### Casual Staff

- Conducted data entry tasks, including adding postal votes to the system with accuracy.
- Used Microsoft Office suite for documentation, maintaining digital and physical records.
- Assisted the Administrative Officer by answering calls and resolving voter-related issues.
- Drafted letters for official communication and distributed important notices.
- Assisted in troubleshooting minor computer and network issues during election periods.

## PERSONAL INFORMATION

- Date of birth: 20/08/2003
- Nationality: Sri Lankan
- Driving License: No

## SKILLS

- ★★★★★ - Windows Installation
- ★★★★★ - Data Entry Skills
- ★★★★☆ - PC Repair
- ★★★★☆ - WordPress
- ★★★★☆ - Microsoft Office
- ★★★☆☆ - Communication Skills
- ★★★☆☆ - Software Troubleshooting
- ★★☆☆☆ - Search Engine Optimization

## LANGUAGES

- ★★★☆☆ - English
- ★★★★★ - Tamil
- ★★★★★ - Sinhala

### ■ January 2024 – July 2024

Ministry of Road Development, Kurunegala

#### **Trainee**

- Managed and filed official documents, ensuring records were properly stored.
- Typed and formatted over 100+ letters and reports for official use.
- Provided IT support, including software installations and basic troubleshooting.
- Assisted in preparing reports and presentations for department meetings.
- Scanned and digitized documents for easy retrieval and reference.

### ■ January 2020 – Present

#### **WordPress Developer (Self-Learned)**

- Designed and published multiple WordPress websites.
- Created blog posts, project details, pages, and utilized advanced themes/plugins.
- Optimized websites for performance and SEO.

## **E D U C A T I O N**

### **January 2020 – December 2020**

#### **National Youth Services Council, Mawathagama NVQ - 3**

- Gained proficiency in the Microsoft Office package, including Word, Excel, PowerPoint, and Access.
- Learned basic networking skills, including configuring network settings and troubleshooting connectivity issues.
- Developed a strong foundation in computer operations, data entry, and document formatting.

### **January 2020 – Present**

#### **Self-Learned, WordPress Website Development**

- Gained hands-on experience in building and managing WordPress websites from scratch.
- Learned to install, configure, and customize themes and plugins for various website functionalities.
- Developed e-commerce, business, and blog websites, integrating payment gateways and advanced features.
- Improved website performance, SEO optimization, and security to enhance user experience.
- Worked with Divi and other page builders to create visually appealing, responsive designs.
- Set up domain, hosting, and SSL certificates, ensuring websites were fully functional and secure.