



Nirupa Chandrasekera

Digital Payments & IT
Specialist

+971-581873113
nirupachandrasekara1997@gmail.com
linkedin.com/in/nirupa-chandrasekera/
Al Hudaiba, Dubai, United Arab Emirates

SUMMARY

Detail-oriented Software Configuration Specialist with over 6 years of experience in IT support, banking technology, and digital payment systems. Skilled in configuring and maintaining POS software, payment gateway solutions, and enterprise applications to ensure seamless system performance and regulatory compliance. Proven expertise in software deployment, System integration, and technical troubleshooting across various platforms and devices including Android-based POS terminals and legacy systems (VX520, VX675, GPRS, PSTN). Strong background in network setup, user access control, and system performance optimization, complemented by hands-on knowledge in data analysis, business intelligence, and reporting tools. Holds a BSc (Hons) in Computing from Wrexham Glyndwr University, UK, and a Diploma in IT from Pearson College London. Recognized for delivering scalable software solutions, supporting cross-functional teams, and ensuring high system availability in fast-paced digital environments.

EXPERIENCE

06/2018 - 09/2024

Bank Associate - Merchant Acquiring Department Hatton National Bank PLC ↗

- Deployed and supported over 1,200+ Solo Lanka QR and POS terminals nationwide, directly contributing to a 35% increase in cashless transactions, aligning with Central Bank digital payment directives.
- Delivered 99% uptime by resolving technical issues for POS, Mobile POS, Lanka QR, and Internet Payment Gateway (IPG) systems, reducing merchant escalations across all service regions.
- Onboarded and managed 300+ merchants, generating 200+ leads and helping boost digital payment adoption by 25% in targeted SME sectors.
- Configured POS devices (Android, VX520, VX675, GPRS, PSTN) for 50+ enterprise and retail clients, resulting in 40% faster transaction processing and fewer hardware failures.
- Produced business intelligence reports that led to a 15% improvement in operational performance through data-informed strategic recommendations.
- Facilitated seamless integration of 200+ merchants with Hatton National Bank's digital platforms (SOLO, MOMO, POS), contributing to a 20% growth in daily digital transaction volume.
- Coordinated with 20+ regional bank branches to support new lead generation, achieving a 20% MoM increase in digital product engagement.
- Designed and distributed customized marketing materials that drove a 30% rise in merchant engagement and strengthened brand presence in competitive markets.

02/2017 - 09/2018

Data Entry & Conversion - USA Intelligent Image Management ↗

- Successfully converted and processed over 2 million records annually, achieving 99.999% data accuracy across diverse formats and systems.
- Managed 100+ complex data conversion projects involving extraction rules and manual procedures, reducing error rates by 30%.
- 0% Delivered cost-effective solutions that helped clients cut operational costs by up to 25% for time-critical and high-volume data entry and conversion needs.
- Achieved rapid project ramp-up within 48 hours for critical client engagements, maintaining 99% on-time delivery across all projects.
- Leveraged advanced technologies and stringent quality control frameworks, improving overall process efficiency by 35% and ensuring zero major client escalations.

EDUCATION

02/2019 - 02/2022	BSc(Hons) Computing Wrexham Glyndwr University - UK
03/2015 - 09/2016	Diploma In Information Technology Pearson - UK

SKILLS

POS System Operation	Expert	System Integration	Expert
Operating System Management (Windows, Linux & IOS)	Expert	Scanning & Processing Payments (Cash, Card, Digital)	Expert
Troubleshooting	Advanced	Digital Payment Systems	Expert
Team Collaboration	Expert	POS Programming	Expert

LANGUAGES

English	Fluent	Sinhala	Native
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