

RISHANKA DE SILVA

PROFILE SUMMARY

Highly capable and dedicated individual with a strong foundation in conceptual and intellectual skills. Demonstrates exceptional leadership and teamwork abilities, consistently contributing to group success. Proactive and committed to upholding ethical values and maintaining a high standard of professionalism. Possesses a keen ability to adapt and excel in various environments, making significant contributions to organizational goals.

WORK EXPERIENCE

Warehouse Assistant [2022 - Present]

Rasti Lari General Trading LLC | Dubai, United Arab Emirates

- Maintain accurate Goods Received Notes and organize all documents.
- Ensure the quality of received goods meets company standards.
- Arrange in-country deliveries efficiently to meet customer demands.
- Handle cash received from distribution with proper accountability.
- Manage petty cash transactions with clear and precise documentation.
- Organize warehouse items using proper storage techniques.
- Support government officers during inspections with accurate information.

IT Executive & Customer Support Engineer [2020 - 2022]

C. L. P Ceylon Ltd | Malabe, Sri Lanka

- Maintained client relationships by providing consistent & reliable support.
- Recommended new opportunities to enhance service delivery.
- Provided information and guidance on improving the Weknow mobile app.
- Identified profit improvements through data analysis & client feedback.
- Recommended service enhancements to optimize user experience.
- Assisted clients in resolving technical issues with the Weknow platform.
- Monitored system performance to ensure optimal functionality.

Quality Assurance | Support Engineer [2013 - 2020]

Axienta (Pvt) Ltd | Colombo, Sri Lanka

- Managed ownership tasks to ensure successful development outcomes.
- Maintained client requirements for web and mobile FMCG sales systems.
- Configured Sales Force Automation projects to optimize sales processes.
- Collaborated with teams to resolve software issues in a timely manner.
- Conducted rigorous quality assurance testing on web & mobile applications.
- Implemented software updates to enhance system functionality.

Junior System Administrator [2011 - 2013]

Axienta (Pvt) Ltd | Colombo, Sri Lanka

- Installed and upgraded software systems to ensure optimal performance.
- Configured client systems according to specific requirements and needs.
- Provided technical support for system troubleshooting and issue resolution.
- Managed and maintained client systems to ensure continuous operations.
- Performed Salesforce administration tasks at a junior level efficiently.
- Assisted in the setup and configuration of new client systems.

SECONDARY EDUCATION

Diploma in Hardware and Networking 2011

E-Soft Metro Campus | Sri Lanka

General Certificate of Education Ordinary Level Examination 2009

St. Benedict's College | Colombo 07, Sri Lanka

CONTACT

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PERSONAL INFORMATION

- Date of Birth - 27-04-1993
- Nationality - Sri Lankan
- Passport No - N6726295
- Marital Status - Married

EXPERTISE

- Inventory Management Systems
- Stock Replenishment Strategies
- Packing and Labeling
- Logistics Coordination Skills
- Stock Control Systems
- Material Handling Equipment
- Shipping Documentation Preparation
- Goods Receiving Procedures

SOFT SKILLS

- Strong Team Collaboration
- Time Management Skills
- Effective Communication Skills
- Decision-Making Confidence
- Conflict Resolution Skills
- Problem-Solving Skills

SOFTWARE SKILLS

- MS Word
- MS PowerPoint
- MS Excel
- Email Systems

LANGUAGE SKILLS

- English - Fluent
- Sinhala - Native

REFERENCES

Available upon request