ANUSHA LIYANAGE

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LinkedIn: [anusha-liyanage](https://www.linkedin.com/in/anusha-liyanage-2b67451b2?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base_contact_details%3B1LOG8Q7CQKmkHNHeYpmROg%3D%3D) | Portfolio: [anushaliyanage.com](https://manojadikari.github.io/Anu_portfolio/) |

Multi-tasking post-graduate student who studied a Master of Technology with overall academic excellence with 5 plus years of experience under different roles in Sri Lanka and South Australia. As a recently completed student, I am now seeking an entry-level job to utilize my knowledge practically while providing the best professional service to the organization.  
skills

**KEY SKILLS**

* Excellent interactions with people throughout my career built strong communication skills which help to coordinate, build new networks, have easy teamwork, and understand the multi-cultural working environments in Australia.
* High level of analytical and evaluating skills including excellent presentation skills developed through academics and experience.
* Proven time management skills with the ability to prioritization of workload and work under pressure to meet relevant timelines.
* Excellent customer service skills with quick decision-making and problem-solving to manage customer complaints or queries.
* Organizational skills in organizing and coordinating events, training programs, sports events, etc.

**TECHNICAL SKILLS**

* Excellent ability to use analytical and visualization tools including PowerBi and SAP.
* Expert in advanced Microsoft of Excel (including V lookup and pivot tables etc.) and Microsoft PowerPoint.
* Well-developed ability to use Agile frameworks, tools, and techniques in project planning and delivery.
* The sound ability of process modeling and data modeling of systems by using UML diagramming tools including Lucid chart, draw.io, and just in mind.
* Sound ability to create wireframes and prototypes and knowledge of Python language.
* Through knowledge and experience in emerging Information Systems, Teams, Zoom, etc.
* Excellent ability working with Zoho work drive, Slack, Share point, Otter.ai, chat GPT

**OTHER SKILLS**

* Effective business writing skills when translating technical reports to ensure clarity and brevity for a non-technical audience.
* Proven ability to listen and understand customer needs.
* Well-developed multi-tasking skills in order to meet extra-curricular commitments and the ability to work independently and collaboratively in a team.
* Ability to adapt to different working environments.
* Assist with project compliance e.g., user training and internal audit tasks.
* Developed skills in quality assurance and systems testing.

**PROFESSIONAL DEVELOPMENT**

* Study Australia Industry Experience Program (SUPER NANO FEB 2022)
* Power BI Essential training Linked in learning.

**EXPERIENCE**

**BUSINESS ANALYST- INTERNSHIP March 2023 – Till Now.**   
**Link4 Australia (Adelaide SA 5000)**

* Prepare various project reports and conduct various research such as Link4 USA benchmarking report, Fintech Reports, NetSuite rest API, Oracle etc...
* Gathering requirements from stakeholders by attending client meetings. minutes taking, preparing action list, project plans and test plans.
* Follow up with corporate, enterprise and individual clients across Australia, NZ, Singapore, USA, UK and Malaysia such as Australian Bureau of Statistics, Corrections NZ, with the action and testing plans.
* Acting as a bridge between clients and DevOps. Coordinate tasks using Jira.
* Translates concepts and technical information for customers into clear and understandable language.
* Performing e-invoicing system (Link4) tests and documenting test results

**ADMINISTRATION ASSISTANT, Synergy Property Services Pty LTD (St Georges, SA)   
August 2021-September 2022**•Prepare payroll, invoicing, roster scheduling, emailing, and other correspondence work.   
•Client Management. Customer care and Customer complaints handling and follow-up through communicating with management and third parties.   
•Labor Management. Assign and assist laborers according to prioritized tasks and follow up until the task is complete.

**SUPPORT ANALYST (IT ADMINISTRATOR), Saz Poly Packaging (PVT) LTD. (Sri Lanka, Colombo)  
 April 2016 - February 2020**

* Gathering inbound and outbound requirements
* Coordinating with databases and implementing phases professionals to test automated system.
* Analyzing filtered reports and visual analytics to cater to senior management to make decisions on data.
* Designed and implemented an ERP System to make more efficient reports from integrated applications to reduce operational work and increase decision-making by 30% as well as provide an option for senior managers to expand business opportunities.

**ANALYST PROGRAMMER, Central Engineering Consultancy Bureau. (Sri Lanka, Colombo)**

**October 2012 - March 2016**

• Understand business requirements, processes, user interfaces, reports, and visualizations needed

• Design/modifies systems according to inbound and outbound client requirements.

• Identifies analyzes develops solutions for systems and informational problems and needs.

• Translates concepts and technical information for customers into clear and understandable language

**ACADEMIC QUALIFICATIONS**

* **Master Of Technology Enterprise System and Business Analytics. (Federation University Australia, IIBT Adelaide Campus)** GPA 6.625 Achieved**,** Commendation letter on the excellent result in 2021/2022(semesters 2,3 and 4)
* **BSC in Management Information Systems (The University of Dublin, Ireland).**

**EFERENCES**

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