


Ikasha Dissanayaka

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ABOUT ME

Driven and detail oriented IT undergraduate with a strong interest in software development, mobile application design, and database management. Currently pursuing a Higher National Diploma in Computing, with hands-on experience in programming, UI/UX design, and data systems. Eager to contribute to real world projects in an entry-level role where I can apply my technical knowledge, grow through practical experience, and add value to a dynamic technology team.

WORK EXPERIENCE

 **CellMate Technology pvt ltd** – Colombo, Sri Lanka

City: Colombo | Country: Sri Lanka

ICT Support

[1 Dec 2023 – 1 Dec 2024]

- **Provided first/second-line technical support** to users—resolving issues with software, printers, telephony, and network connectivity via ticketing systems, phone, email, and remote tools.
- **Installed, configured, and maintained** desktop computers, laptops, peripheral devices, and software applications.
- **Diagnosed and troubleshoot** IT issues including operating system errors, software conflicts, and network problems.
- **Managed service requests and incident tickets**, prioritising issues, maintaining clear user communication, and escalating complex cases per SLAs.
- **Documented all tickets and solutions** in the help desk system, updating knowledge base articles to improve future support.
- **Performed routine system maintenance**, such as software updates, equipment checks, and user account setups and terminations.
- **Monitored IT systems and equipment**, reporting performance issues, and proactively recommending replacements or upgrades to minimise downtime
- **Trained end-users** on software and best practices to empower self-service and reduce support load

 **A/Angamuwa Tract 06 M.V (Gov)** – Anuradhapura, Sri Lanka

City: Anuradhapura | Country: Sri Lanka

Volunteer Teacher

[10 Oct 2019 – 10 Jan 2021]

- **Planned and delivered** engaging lessons combining basic ICT and English language, adapting content to diverse classroom levels.
- **Taught fundamental ICT skills**, including computer navigation, typing, MS Office, Google Workspace, and internet usage empowering students with digital literacy.
- **Provided hands-on instruction in English**, focusing on grammar, vocabulary, reading, writing, and conversation, and reinforced learning through collaborative classroom activities.
- **Integrated technology tools** such as interactive whiteboards, presentations, and educational software to enhance lesson delivery and student engagement.
- **Assessed student progress**, offering targeted feedback and adjusting teaching strategies to support individual learning needs improving competence in both ICT and English.

- **Facilitated a positive learning environment**, managing classroom dynamics, encouraging participation, and nurturing confidence in both English communication and technology use.
- **Collaborated with colleagues and parents**, communicating student performance and coordinating supportive strategies enhancing educational outcomes effectively.

 **A/Sarakkugala Primary School (Gov)** – Anuradhapura, Sri Lanka

City: Anuradhapura | Country: Sri Lanka

Intern Teacher

[1 Sep 2023 – 10 Feb 2024]

- **Planned and delivered** clear, structured lessons in grammar, vocabulary, reading, writing, and speaking—tailored to students' ages and proficiency levels
- **Created engaging lesson plans and learning activities**, such as role-playing, grammar drills, and writing exercises, to actively reinforce language acquisition
- **Supported students' practical language use**, guiding reading comprehension, written expression, and conversational fluency through targeted exercises.
- **Assessed progress regularly** by providing constructive feedback on writing tasks, grammar quizzes, and speaking presentations—adjusting instruction based on individual learning needs.
- **Fostered a dynamic learning environment**, encouraging student interaction, confidence-building, and active participation in class discussions and presentations.
- **Utilized educational technology** (e.g., multimedia slides, worksheets, smartboards) to enhance engagement and support varied learning styles.

EDUCATION AND TRAINING

Pearson BTEC HND in Computing (Software Engineering)

Londontec city campus [29 Oct 2023 – Current]

City: Nugegoda | Country: Sri Lanka | Website: <https://londontec.lk> | Field(s) of study: Information and Communication Technologies | Level in EQF: EQF level 5

Core Modules & Topics

- **Programming & Advanced Programming**: Essential coding competencies, including data structures, algorithms, software development lifecycle, and API design
- **Networking & Network Security**: Network architecture, protocols, cloud computing, and securing systems.
- **Database Design & Business Intelligence**: Data modelling, SQL database development, and BI reporting
- **Security & Information Security Management**: Fundamentals of cybersecurity, securing systems, and risk assessment
- **Systems Analysis & Design, UX/UI**: Analysing business requirements, designing workflows, user interfaces, and user experiences.
- **Web Design & Software Lifecycle**: Full-cycle development of web-based applications using modern frameworks.
- **Computing Research Project & Professional Practice**: In-depth academic or industry-aligned project plus development of soft skills (communication, teamwork, ethics)

Occupational & Transferable Skills

- **Technical proficiency**: Programming (e.g., Java, Python, C++, HTML, CSS, PHP, Dart), Frameworks (Flutter), UI/UX (Figma), Database management (MySQL, Firebase), network configuration, cybersecurity.
- **Project management**: Planning, executing, and delivering IT projects using structured methodologies.
- **Problem-solving & analytical thinking**: Evaluating requirements and designing effective technical solutions.
- **Professional communication & teamwork**: Collaborating on projects, delivering presentations, and writing technical documentation.
- **Adaptability & continuous learning**: Applying emerging technologies like IoT, AI, cloud computing, web prototyping.

Higher National Diploma in English

Sri Lanka Institute of Advanced Technical Education (SLIATE) [2021 – 2023]

City: Anuradhapura | Country: Sri Lanka | Website: <http://www.sliate.ac.lk> | Field(s) of study: Education | Level in EQF: EQF level 5 | NQF Level: Level 5

Main Subjects Covered

- **Grammar, Vocabulary & English Structure**
- **Listening, Speaking, Reading & Academic Writing Skills**
- **English Literature** (including Postcolonial & Sri Lankan works)
- **Technology-Assisted Language Learning** (e.g., using multimedia tools)
- **Presentation Skills; Educational Philosophy & Psychology; Teaching Methodology**
- **Industrial Training or Specialized Project Work** (in English teaching)

Occupational & Transferable Skills

- **Effective Communication & Presentation:** polished oral and written language capabilities
- **Digital Literacy:** proficiency with tech tools for teaching and learning English
- **Pedagogical & Interpersonal Skills:** especially if pursuing teaching methodology track
- **Analytical Skills:** literary analysis, structured thinking via educational theory
- **Professional Work Readiness:** real-world experience from industry training/internship module

LANGUAGE SKILLS

Mother tongue(s): sinhala

Other language(s): English

SKILLS

Programming languages / morality / Database management / Interpersonal Skills / Technical & Digital Skills / Problem Solving Skills / Leadership & Initiative / Customer Service Skills / psychology / MS Office (MS Word, MS Powerpoint, MS Excel, MS) / Communication Skills / Adaptability / computer technology / Time Management / Leadership / Teamwork / Critical Thinking / Creativity / Problem Solving / Flexibility

CERTIFICATES

Certificate in English

Completed Certificate in Basic English at Britishway English Academy – covered grammar, vocabulary, speaking, listening, reading, and writing skills for everyday communication.

AI Governance Certification

Completed AI Governance Certification in Security at Securiti

- Covered foundations of AI and generative models
- Learned Gartner's AI-TRISM framework and Securiti's 5-step governance approach
- Explored AI model discovery, risk assessment, and regulatory compliance
- Gained practical skills for securing data inputs/outputs and implementing AI governance program

Certificate in Information Technology

Completed Certificate in Information Technology at ITDLH Thambuttehamma

- Gained foundational IT skills including Microsoft Office (Word, Excel, PowerPoint, Access), basic computer use (Windows, Internet, email), and an introduction to graphic design tools
- Developed essential understanding of computer hardware, software, and everyday digital literacy for work or study

PROJECTS

[Current]

Sri Lankan Travel App - Mobile App

Ongoing Project: Sri Lankan Travel App (Flutter)

Developing a mobile application using Flutter to promote tourism in Sri Lanka. The app features hotel booking, eSIM connectivity, travel guides, user reviews, and interactive maps. Focused on delivering a modern, user-friendly experience with glassmorphism UI, custom navigation, and integration with real-time services.

[Current]

Web App for Helpdesk

Helpdesk Web Application for Construction Companies

Developing a responsive web app using PHP, HTML, CSS, and JavaScript to manage IT support requests in construction companies. Features include ticket creation, status tracking, user profiles, notifications, and role-based access control. The app aims to streamline helpdesk workflows and improve communication between technicians and users.

[Current]

ThriftyNest App - Mobile App

Individual Project: ThriftyNest Budget Tracker App (Flutter)

Designed and developed a mobile budget tracking app using Flutter. The app helps users manage their personal finances by tracking income, expenses, and savings goals. Features include intuitive UI, data visualization, and offline data storage to enhance usability and accessibility.

REFERENCES

Mr.Dulshan Kavinda

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