

# Janadhi Dissanayake

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## EXPERIENCE

### Service Representative

Mar 2024 –

#### University of Otago

- Assisting University Students, Staff, and Visitors.
- Working Across Various Communication Channels: Utilising different modes of communication to assist Staff, Students and Visitors.
- Utilising CRM Tools: Effectively using Microsoft CRM tools for customer relationship management, maintaining accurate and timely records.

### Bar Manager and Administrator

Aug 2018 – Mar 2024

#### Greenlands Cafe and Restaurant

- Carried out trouble shooting for Security Cameras, Printers and Computers/Laptops at the business.
- Experience in Payroll and Data Entry for managing the business.
- Customer Service experience, including serving customers and working as the acting Restaurant Manager.
- LCQ – Licensing Control Qualification for host responsibility requirements for duty managers of licensed premises.

### Otago University SLISA (Association)

Feb 2023 – Nov 2023

- Role as the Social Media Marketing Manager.
  - Canva and Social Media Marketing Experience, designing posters, creating stories and posts for events.
  - Organising Events for University students and Marketing these events eg: Meet and Greet, Wine and Cheese, UNI-tea.
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## EDUCATION

### UNIVERSITY OF OTAGO

2022 – 2024

#### Bachelor Of Science – Computer Science

- Covered topics: Troubleshooting, Cryptography, Database Management, Network Administration, Security, Debugging, Software Testing, Computer Hardware, Networks and Distributed Systems, APIs, Software Development, Algorithms and Datastructures, Web Design and Applications.
- Covered multiple software products and programming languages; C#, Java, Python, HTML, CSS, JavaScript, C, SQL, React, JQuery, NodeJs, PostgreSQL, Unity and Kerberos,
- Experience working in team environments relating to Software engineering, Testing and debugging.

### UNIVERSITY OF OTAGO

2019 – 2021

#### Bachelor Of Biomedical Science – Functional Human Biology

- Covered topics in Human Physiology (Renal, Respiratory, Cardiovascular and Gastrointestinal), Anatomy and Pathology.
- Research and presentations regarding Hyperuricemia and it's impact on Pancreatic Beta Cell Differentiation in Diabetes.

### UNIVERSITY OF OTAGO

2019

#### Leaders of Tomorrow Scholarship

- Associated with University of Otago. This scholarship is awarded to students who have demonstrated all-round ability and exhibit leadership potential.
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## Extracurricular

- I love playing guitar and have competed in Smokefree Rockquest and as a finalist at the Battle of the Bands in 2019.
- Cricket is also a sport that I love playing, having played for Albion Cricket Club as well as King's High School.
- I take a keen interest in Kickboxing and Gym but also Athletics, having competed at the NZ National Secondary School Athletics Championships in the 100m and 200m.

## Career Objective

I am an aspiring Network Engineer with a strong foundation in technology and a rich background in customer service spanning over five years. Passionate about Network Engineering and Security, I am committed to applying my diverse academic knowledge and problem-solving skills to foster innovative solutions in these disciplines. I am particularly excited about addressing complex challenges, devising creative strategies, and collaborating with team members to share insights and learn collectively. Eager to contribute and grow within this dynamic field, I look forward to bringing my enthusiasm and expertise to your team

### Reliable

I take great pride in being punctual. This attribute has become second nature to me through my tenure at Greenlands Cafe and Restaurant. There have been countless instances where fellow staff members have called in sick whilst the restaurant has been understaffed, I have always been willing and content to step in and cover as necessary. Other examples of my ability to be reliable include my experience completing the payroll, as the data must be entered, checked and submitted with strict deadlines which requires reliability and attention to detail. This commitment to reliability extends beyond punctuality as I have consistently met these deadlines and completed tasks within the given timeframe.

### Communication Skills

Throughout my experience working at Greenlands Cafe and Restaurant, I have cultivated expertise in communicating effectively with a diverse array of individuals. This encompasses skillfully managing bookings and accommodating to various dietary requirements for customers of all ages. Moreover, my roles as a General Executive and later taking on the role of Media and Marketing lead within the Otago University Sri Lankan Students' Association (OUSLSA) have further enhanced my ability to communicate effectively, not only within group settings but also to broader audiences through social media.

### Dynamic

I have honed the crucial skill of adapting to diverse situations and remaining alert at all times. Throughout my years in hospitality, I have successfully navigated scenarios ranging from accommodating unanticipated guests at the restaurant without prior reservations to handling deliveries and overseeing multiple venue hires on short notice. This ability to adapt to situations I believe is crucial to being a successful employee.

### Learner

Learning is at the core of my skill set, having completed a Bachelors degree in Biomedical Science and continuing to study Computer Science, I am ever hungry to learn and this is something that I hold close to my heart. I am not only interested in academia but outside of that I love gaining knowledge and hands-on experience in different domains and understand the importance of applying these skills to other areas.

### Problem solver

I absolutely love problem solving. Something that I have developed from a technical perspective during my studies in Computer Science and from pure experience from working at Greenlands Cafe and Restaurant. Whether it is setting up security systems or troubleshooting with printers and other devices, I have developed a wide range of problem solving skills that I am confident that this ability can be effectively employed in diverse contexts.