



Nithya Keshali

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Embilipitiya, Sri Lanka



Profile Statement

I Graduated (Bachelor of Arts) in University of Ruhuna with Political science, Sociology and Information and communication Technology (ICT). In addition I'm studying Trainee Full stack Development in University of Moratuwa.

IT Junior System Administrator Intern with 01 years of experience configuring, monitoring, upgrading and maintaining systems hardware, software and related infrastructure.

Adept in supporting and troubleshooting basic technical issues within computer hardware, operating systems and software installations.



Competencies

- ~ Proficiency in creating web pages using coding languages including HTML, CSS and JavaScript.
- ~ Knowledge of UI/UX designing and JQuery.
- ~ Ability to create websites with Wix.com and WordPress. And basic knowledge of Bootstrap.
- ~ Superlative ability in maintaining accurate records for databases, both digital and hand-written. (Data Entry)
- ~ Ability to creating operational manuals for computer systems in a manner that is easily understood by the customer.
- ~ Good Customers Relationships and Interpersonal skills and Communication Etiquette.
- ~ Ability to grasp a Technical Subject within a minimal time period along with critical thinking & problem-solving skills.
- ~ Proficiency in handling long-term & short-term storage of databases including classification and retrieval of documents.
- ~ High-impact presentation skills and Public Speaking.
- ~ Strong adherence to an organization's ethical climate, policies & procedures.



Employment History

June 2021 – July 2022

IT Junior System Administrator Intern

TAJO PC SOLUTION | Embilipitiya, Sri Lanka

Responsibilities

- ∞ IT Customer service on site and remote help desks for applications, equipment and systems.

Soft Skills

Adaptability
Proactivity
Organization
Negotiation
Critical Thinking
Dependability
Teamwork
Detail - Oriented

IT Literacy

(Beginner)

Micromedia Dreamweaver 8

Visual Studio Code

VB.NET

Xampp

Corel Draw

Wix.com

Bootstrap

WordPress

NetBeans IDE 8.0

(Advanced)

Ms Word, Excel, Powerpoint,



Education

- Bachelor of Arts Degree:
Political science, Sociology,
Information & Communication
Technology (ICT) University of
Ruhuna
(2017-2021)
- Trainee Full Stack Developer
University of Moratuwa.
(E - Certificate)
 - Level 1: Python for
beginners.
 - Level 2: Web Design for
Beginners
 - Level 3: Programming in
Python .(continue)
- Certificate in Tamil Language
Merit passes
University of Ruhuna
2021
- G.C.E. A/L Exam – 2016
Arts stream
1A & 2B Passes
- G.C.E. O/L Exam – 2013
1B, 6C, 1S Passes



Literacy



Sinhala (Native)

English (Advance)

Tamil (Basic)

Non – related Referees

Available on Request

- ∞ Performing basic administrative tasks in Microsoft Office Package.
- ∞ Providing new employees with required hardware and appropriate access to the company's computer systems.
- ∞ Utility account maintenance.
- ∞ Helping with month end reporting.
- ∞ Supporting management with tracking of computer/ Printer devices for asset controls.
- ∞ Installation and configuration of new PCs/ Laptops.
- ∞ Providing end user support on hardware & software related issues.
- ∞ Configure and install Microsoft office and other software applications upon the requirement.
- ∞ Ensuring security through access controls, Backup and Firewalls.
- ∞ Upgrading systems with new releases and models.
- ∞ Developing expertise to train staff on new technologies.



Employment History

Apr 2018 – May 2020 | Part time
Customer service representative (CSR)
Graphic Design & Communication
University of Ruhuna, Sri Lanka

- ∞ Accepting orders and Logo design, creating assignment homepages as required by clients.
- ∞ Ability to Managing incoming calls and customer service inquiries, generating sales leads that develop into new customers.
- ∞ Identifying and assessing customer needs to achieve satisfaction.
- ∞ Committed to selling products and providing superior customer service.
- ∞ Binding assignments/ books and getting them to customer on time.
- ∞ Ability to print a large number of print orders per day.
- ∞ Handling incidents, resolving complaints and order issues expeditiously.
- ∞ Ability to communicate fully with internal and external contact and follow- up promptly with requests, orders and other tasks.

Personal details

Name : K.M. Nithya Keshali Prmathilaka

Age : 25 Years

Gender : Female

Nationality : Sri Lankan

Marital Status : Unmarried

Home : Embilipitiya, Sri Lanka