Sanduni Uththara Thennakoon

Wadduwa, Sri Lanka | sanduniut@gmail.com |074 165 9229

PROFILE SUMMARY

Highly adaptable and results-driven professional with expertise in client relations, data management, and technical support. Strong problem-solving, communication, and organizational skills, with the ability to excel in fast-paced environments. Experienced in technical support and administrative operations, ensuring efficiency and high-quality service. Committed to continuous learning and delivering exceptional results across industries.

SKILLS

Core Competencies

- Customer Service & Client Relations
- Problem-Solving & Critical Thinking
- Organization & Time Management
- Team Collaboration
- Adaptability & Quick Learning

Industry-Specific Skills (IT)

- Programming Languages (Java, C, C++) | Web Development (HTML, CSS, JavaScript)
- Database Management (Microsoft SQL Server, MongoDB) | Automation & Testing (Selenium IDE) | Cloud Platforms (AWS, Azure)
- Data Analysis & Reporting (Power BI (Basic), Crystal Reports) | Machine Learning & AI (Google Colab) | UI/UX Design (Prototyping Tools, User Research)
- Version Control & Development Tools (GitHub, Eclipse, Visual Studio Code)

Professional Experience

Intern Implementation Engineer

Hsenid Business Solutions – Colombo, Sri Lanka (June 2022 – January 2023)

- Provided direct client support by analyzing and resolving technical issues while handling customer inquiries with professionalism.
- Assisted in system migrations, upgrades, and database management using Microsoft SQL Server; developed reports using Crystal Reports.
- Strengthened communication, teamwork, and problem-solving skills by collaborating with cross-functional teams.

Education

B.Sc. (Hons) in Information Technology Specialization in Information Technology

Sri Lanka Institute of Information Technology (SLIIT) – Malabe, Sri Lanka (2020 – 2024)

G.C.E. Advanced Level Examination – Technology Stream

Wadduwa Central College – Wadduwa, Sri Lanka (2019)

- *2Cs, 1S and A for General English*

G.C.E. Ordinary Level Examination

St. John's Girls' School – Panadura, Sri Lanka (2016)

- *3 A's , 3 B's , 2 C's and 1 S*

Projects & Achievements

- **Smart Travel Recommendation Mobile App:** Developed an AI-driven activity suggestion system for travelers based on real-time emotion analysis and enhancing user engagement by 30%.
- **Software Quality Research:** Conducted an in-depth study on the impact of test case prioritization in Agile & DevOps environments.
- **UI/UX Website Redesign:** Improved the **LankaHolidays** website's user experience by optimizing the interface and navigation.

References

Mr. D.N.Y. De Silva
Digital Marketing & IT Executive
Thirasara Max
Wadduwa.
077 507 6611

Mrs. E. A. I. D. Edirisinghe
Deputy Manager
People's Bank
Moratuwa.
077 352 7830

Declaration

I hereby declare that the above information is true and correct to the best of my knowledge and belief.

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