# Saptha Wanniarachchi

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Accomplished, versatile professional with a stellar career history of 20 years driving organisational success through the strategic management of complex ICT projects. Demonstrated aptitude in managing the entire project life cycle of progressive initiatives within the IT infrastructure design, enterprise application implementation and support in apparel production and hospitality spaces with a wide array of transferable skills suitable for various sectors. Quantifiable history of delivering projects on time, within budget, and strictly following specifications. Highly adept in technical team development and leadership. Exemplary communication skills and excels in demanding environments.

- Over 12 years of experience with enterprise application implementations and L2 and L3 support for solution development
- Proven ability to liaise, negotiate and work collaboratively in complex multi-stakeholder environments – confident communicator with clients, third-party referrers, staff, management, and contracted IT professionals
- Recruited diverse team and led them to active SLA targets and coached them for certifications
- Diverse local and international experience - all aspects of operations for management. Deep knowledge of ERP, PMS, JAMF MDM, business processes, reservations, and hotel management
- Introduction of self-developed methodology to identify and route tickets to the relevant knowledge personnel and monitor the process using an internal methodology.
- Analytical with proven success in identifying potential problems, formulating innovative solutions, and making recommendations to rectify, as well as strong attention to detail
- Delivered positive numbers with annual service SLA/sales targets. Dealt with customers, built relationships, and identified new revenue opportunities

## Professional experience

### iPartners | 2023 - Current
Australia | www.ipartners.com.au

The IT Support Security Role at iPartners is a full-time contract position based in Circular Quay, Sydney. The role involves rolling out IT security compliances for Google Workspace, Microsoft 365, MDM, and world-class endpoint protection based on Windows and MacOS environments to ensure the protection of the company's systems and data. In this role, I work closely with the IT policy team to implement IT security policies that are compliant with Australian IT Security standards. The role also includes monitoring the company's IT systems for potential security breaches and taking proactive measures to prevent them.

### Apple Inc. | 2022 - Current
Australia | www.apple.com

Deliver quick, efficient support and develop strong, positive customer relationships.

Key projects & accomplishments:

- Obtained Australian work experience with diverse team members and customers

- Developed excellent time management skills and can make decisions quickly
- Maintained composure and customer focus while troubleshooting and solving issues
- Reassured customers when delivering product diagnoses and potential solutions
- Archived YTD 100% Net promotor score and higher business introductions

## SML Group Limited | 2008 - 2022
## Hong Kong | [www.sml.com](www.sml.com)

SML Group Limited is the world's second-largest branding solutions provider. SML offers product branding and labelling, RFID, inventory software and data management services. The company was founded in 1985 and is based in Hong Kong, with a presence in over thirty countries.

**IT Manager - Global IT Centre**

Promoted as the Global IT Manager to set up and manage the global operations IT team in Sri Lanka. Hold full accountability for managing and fulfilling all aspects of setting up an office in Colombo. It is developed and managed by a group of over forty purposeful professionals.

Key projects & accomplishments:
- Responsible for recruitment, training, and management of a second-tier Global IT support centre with forty team members in Sri Lanka
- Managed the Dynamics AX team for the D365 ERP project implementation and global support operation. Continuously achieved the SLA targets (over 90%) for three years
- Trained and mentored new and existing Global Support team of eight members on AX architecture, business process and customisations; implemented daily issue tracking, weekly summary and monthly KPIs to let the crew maintain the SLA of more than 90 present
- Introduced cross-functional knowledge-sharing sessions to enrich team skills. Meanwhile, utilise O365 wiki pages and Jira Confluence to document, retail and reuse the expertise
- South Asia regional sales support and pre-sales engineer for Clarity RFID solutions

**Regional IT Manager – South Asia Region**

Promoted to regional IT Manager to manage the end-to-end project life cycle of the IT Infrastructure setup for India, Bangladesh, and Pakistan. Fostered and cultivated open and collaborative lines of communication to assess and address the unique requirements of each deployment setup. Developed and led a team of six staff members.

Key projects & accomplishments:
- Regional Dynamics AX ERP implementation (Project Manager – South Asia Region)
- SML Flexiprint IPP Implementation and support (Project head – South Asia Region)
- RFID Production system setup (Inlay production setup including machines & software)

**IT Manager - Sri Lanka**

Focused expertise in working on complex technology assignments worldwide based in Sri Lanka and held complete solution and performance accountability for assigned projects. Developed and led team members.

Key projects & accomplishments:
- Network Infrastructure Design & Implementation for Sri Lanka production facility Dynamics AX ERP implementation 2010 (Project coordinator – ISC Region)
- Setup and implementation of both local ERP and production systems in Sri Lanka

## AAA Island Resorts | 2006 - 2008

## Maldives | www.aaaresorts.com

AAA Island Resorts is a locally established company with world-class experience in hospitality.

### IT Manager

Oversaw and managed a cross-functional team to implement Opera/Micros hotel management system in support of the existing hotel management system portfolio.

Key projects & accomplishments:
- Completed both Filitheyo and Medhufushi Island resort ICT system implementation projects
- Managed both Opera PMS & Micros POS systems, finance, and reporting services

## ASTERS | 2004 - 2006
## Maldives | www.astersonline.com

ASTERS – first authorised IBM business partner for the desktops and X series services

### Technical Service Manager
Focused expertise in working on complex technology assignments. A key stakeholder in building the IBM brand and the service standards in Maldives.

Key projects & accomplishments:
- Completed IBM service centre according to the IBM guidelines and compliance
- Recruited and Led team members to perforce customer support using an ORTS helpdesk

## IDM Technology Solutions | 2002 - 2003
## Sri Lanka | www.idm.edu

A subsidiary of the IDM group, providing IT hardware and network solutions. Authorised Compaq/HP partner for the desktops and ProLiant servers.

### Workshop Engineer / Computer Technician

Performed as Subject Matter Expert (SME) concerning efficient hardware technologies.

Key projects & accomplishments:
- Diagnosed and repaired computer hardware and software for customers
- Mentor co-workers on repair techniques and follow the organisation's standard procedures

## Education qualifications

**Master of Science, Information Management - 2014**
Sri Lanka Institute of Information Technology, Sri Lanka | www.sliit.lk

**Post Graduate Diploma, Information Management - 2013**
Sri Lanka Institute of Information Technology, Sri Lanka | www.sliit.lk

**Computer Hardware Engineering Diploma - 2000**
National Youth Service Council, Sri Lanka | www.nysc.lk

**Computer Software Programming Course, 2000**
The Open University of Sri Lanka, Sri Lanka | www.ou.ac.lk

## Certifications

- MCSE Microsoft Certified Systems Engineer
- MCITP Microsoft Certified IT Professional – Dynamics AX
- MCP, Microsoft Certified Professional
- MCTS, Microsoft Certified Technology Specialist (SQL 2008)
- Microsoft Dynamics AX 2009 Administration - Avantus
- Java Programming Certification (Intermediate)
- Member of BCS, ACS, CSSL

## Awards and publications

- Winner, Great CISO Awards 2013, Sri Lanka
- Reviewer, Microsoft Dynamics AX 2012 Security How-To (Book ISBN 9781849687508)
- Guest speaker, Colombo SharePoint Camp 2012

## Consultancy engagements

- Part-time lecturer at Sri Lanka Telecom Campus (SLTC) on ERP and related subjects
- Part-time consultant to MS Technologies (Gold Microsoft Partner) on the following MS Dynamics Projects:
    - Transformation Lead for Daniela Appliances (Australian) D365 BC project
    - Elphis Lanka Dynamics NAV Project
    - Colombo municipal council E-Services project
    - Nawaloka Group / Polysacks / Timber Dynamics NAV (Production)
    - Ministry of Construction, Engineering Dynamics NAV (Projects)
- Trainer at Google Business Group in Sri Lanka

## Other information

Right to work in Australia

Referees - available upon request