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Summary

To obtain an entry-level position in a dynamic and challenging work environment that utilizes my computer science background, knowledge of computer systems, software and data entry skills, as well as my experience in Technical ,customer support and virtual assistance. I am a highly motivated and enthusiastic individual, eager to learn and grow professionally, and eager to use my skills and knowledge to contribute to the success of the company

Experience



Virtual Assistant Help Desk

Dialog Axiata PLC

2022 - 2023 (1 year)

- Answering customer inquiries through phone, email, or chat.
- Troubleshooting technical issues and providing support for software and hardware problems.
- Maintaining and updating customer accounts and records.
- Data entry and research
- Scheduling and appointment setting
- Social media management
- bookkeeping and invoicing



Data Entry Administrative Virtual Assistant

Blober (Pvt) Ltd

2021 - 2023 (2 years)

- Email / spreadsheets management
- Providing administrative support
- Data analysis and reporting
- Maintaining and updating database
- Data entry and verification

Education



Uva Wellassa University of Sri Lanka

Bachelor's degree, Computer Science

Dec 2022 - 2025



University of Moratuwa

Trainee Full Stack Developer Programme , Computer Science

2021 - 2023

Certificate program on full stack development.

Licenses & Certifications



(ISC)² Candidate - (ISC)²



Advanced python programming - University of Moratuwa

irdE2CeXlp



Front-End Web Development - University of Moratuwa

2EJqiZ9CC2



OPSWAT Introduction to Critical Infrastructure Protection (ICIP) - OPSWAT

Issued Dec 2022 - Expires Dec 2023



Server-side Web Programming - University of Moratuwa

I5Qg0ZaJt



Technical Support Fundamentals - Google



The Bits and Bytes of Computer Networking - Google

CX2M3DXSQLSJ



Web Application Technologies and Django - University of Michigan

DERH4UPG2CC5

Skills

Communication • Problem Solving • Databases • Microsoft Office • Troubleshooting • Data Entry •
Data Analysis • Help Desk Support • Technical Proficiency • Email Management