

DEEGODA GAMAGE MADEE UTHTHARA



SUMMARY

An ICT Engineering student at JAMK University, passionate about applying my technical skills in practical settings and gaining industry experience with Finnish companies. Equipped with strong communication, teamwork, and problem-solving skills. Eager to contribute to real-world solutions, especially in project management, customer communication, and digital content creation.

EXPERIENCE

Customer Care Trainee - Vonvil Junk Ltd | Oct 2022 - Dec 2022

- Assisted customers by providing detailed information about services, addressing inquiries, and resolving issues promptly.
 - Streamlined customer interactions using a structured system, enhancing overall service efficiency.
 - Strengthened skills in B2B communication and client management.
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EDUCATION

Bachelor Degree: Programme in Information and Communications Technology

JAMK University of Applied Sciences | 2027

- Gained foundational skills in programming, mathematics, and data management, with practical experience in software development, networking, and teamwork. Focused on applying technical knowledge to solve real-world ICT challenges. Moratuwa 2020 career

Certificate in Applied IT

SLT Training Center | 2020

- Developed core skills in HTML for data handling and documentation. web development, Java programming, and advanced proficiency in Microsoft Office tools for effective
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SKILLS

Digital Skills

- Programming: Python, Java, JavaScript
- Web Development: HTML, CSS
- Database Management: MySQL
- Project Management: Team collaboration tools and version control (Git)
- Office Productivity: Microsoft Office, including Excel for data handling
- Content Creation: Basic experience in video and photo editing for digital platforms

Soft Skills

- Communication: B2 level in English for effective customer and team interactions
 - Teamwork: Able to collaborate in diverse teams with adaptability and resilience
 - Problem-solving: Analytical skills applied to ICT engineering challenges
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LANGUAGE PROFICIENCY

- English: Upper Intermediate | B2
 - Finnish: Basic | A1
 - Sinhala: Native | C2
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INTERESTS

Enthusiastic about exploring digital technology applications in real-world settings, with a particular interest in AI-assisted marketing and digital solutions for customer engagement.

CONTACT INFORMATION

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