

ANTHONY GOONERATNE

Phone: (613)204-8523 | Email: anthony.dswg@gmail.com Ottawa, Ontario

LinkedIn: <https://www.linkedin.com/in/anthony-gooneratne-pmp/>

An experienced professional with vast experience in IT Project Management and Business Analysis in the IT sector, who is passionate in utilizing the skills, education, and experience gained to be an effective contributor to the company's business needs and to enhance the company's productivity and reputation. Working towards earning a certificate in Full Stack Web Development from the Carleton University Coding Boot Camp. Innovative problem-solver who strives to analyse data and processes for continuous improvements to increase productivity. Strengths in teamwork, collaborative research, problem-solving, executing data and business intelligence projects, and communication.

SKILLS

Project Management: Agile, Scrum, Waterfall Methods, Stakeholder Relations, Project Estimation and Bidding, Contract Management, Conflict Management, Research and Analysis

Technical: JavaScript ES6+, CSS3, HTML5, SQL, NoSQL, GitHub, MongoDB, MySQL, Express, React, Node js, Handlebars, jQuery, Bootstrap, Testing, MS Project, MS 365, MS Windows Desktop//Server, Active Directory, MS Power BI, Google Sheets, WAN/LAN

EXPERIENCE RELEVANT TO THE POSITION

CUSTOMER SERVICE RESOLUTIONS ANALYST

TD BANK, OTTAWA, ON

2021/09 – 2023/06

COSTCO E-COMMERCE DIVISION, OTTAWA, ON

2020/06 – 2021/08

- Analyzed issues raised by clients pertaining to business products and provided solutions and recommendations after thorough research and trouble-shooting ensuring that all the company's policies, procedures, and regulatory requirements were met.

PROJECT MANAGER IT SYSTEM AND INFRASTRUCTURE IMPLEMENTATION

AMANA BANK, SRI LANKA

06/2011 – 11/2019

- Coordinated project resources by engaging and collaborating with various departments across technical, administrative, business teams, and third-party vendors to successfully maintain a high success rate of effective implementation and performance of financial system and infrastructure projects across the bank's divisions.
- Developed and maintained business intelligence reporting to transform data into useful information and actionable insights, supporting data-driven decision-making, planning and management of resources:
 - Closely worked with Consultants and Program Leaders to identify the business needs which were analyzed to determine the technical requirements of the project scopes.
 - Conducted presentations and communicated progress reports using graphs, reports, presentations, and dashboards to the management team, project steering committee, consultants, and clients on a regular basis.

- Mitigated risk factors through detail-oriented analysis of project data, monitoring of progress data, resolving conflicts between multiple projects, and anticipating and managing change effectively.
- Developed regular management reporting updates on areas that were progressing successfully and areas which improvement was required. This helped minimize scope creep and issue escalations.
- Supported management by ensuring implementation was completed within the time, cost, and quality targets via labour and material resource requirement, cost-effectiveness, and quality standard analyses.
 - Ensured adequate documentation of project scope, requirements, developments and processes using MS Office Suite;
 - Provided project plans, budgeting and overall project management using MS Project;
 - Managed project procurement and ensured all inventory requirements were up to date.
- Coordinated regular meetings to identify issues and solve problems using experts from various disciplines to develop solutions.
- Defined best practices for processes in each project to create detailed project plans, schedules and monitoring procedures.

BUSINESS ANALYST

SDB BANK, SRI LANKA

01/2007- 06/2011

- Managed implementation, support, and troubleshooting of core banking system and other integrated applications of the bank.
- Researched and identified business improvements and determined appropriate systems required for process improvements; created and managed implementation of process automations.
- Created and maintained standard operating procedures governing system functions and features; Led periodical Business Continuity Process and Disaster Recovery drills.

SOLUTIONS SPECIALIST - CENTRAL RECOVERY DATABASE PROJECT

DESJARDINS, CANADA AND SDB BANK SRI LANKA

06/2006 – 03/2008

- Designed the technical architecture for the central recovery database (CRDB) platform.
- Managed project procurement.
- Coordinated and implemented the CRDB application and its infrastructures
- Conducted end-user training.

EDUCATION and CERTIFICATIONS

Certificate, Full Stack Web Development – Carleton University, Ottawa, Ontario (pending completion by February 2024)

National University of Ireland - BSc. Hons. Degree: Management Information Systems*

National Institution of Business Management – Diploma in Computer System Design*

Project Management Institute (PMI) - Project Management Professional (PMP)

Bureau Veritas - Lead Auditor (Information Security Management Systems)

*Foreign education credentials have all been certified by the World Education Services as equivalent to the Canadian degree or diploma.