

GIHAN EDIRISINGHE

Application Support Analyst • Kitchener (N2R1V7) (Open to relocation)
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Objective

Reliable and detail-oriented professional in Canada with strong experience in operations support, customer service, technical coordination, and process improvement, gained through software engineering, application support, and frontline service roles. Demonstrated ability to work independently or as part of a team, follow procedures accurately, meet deadlines, and maintain high safety and quality standards. Seeking an opportunity where a strong work ethic, adaptability, and organisational skills can contribute to efficient daily operations.

Highlights Of Qualifications

- **Applications & Support:** Technical troubleshooting, user support, incident resolution, system configuration, documentation, ITSM ticketing systems.
- **Web & UI Technologies:** HTML5, CSS3, Java, Python, JavaScript, Object-Oriented Programming, Mobile/Web Development, Responsive Design, Web SEO, cross-browser testing
- **CMS & Business Platforms:** ServiceM8, WordPress, Wix Studio, Squarespace
- **Productivity & Communications:** Microsoft 365 (Office), Google Workspace (G-Suite), email administration, VoIP systems
- **Databases & Cloud:** MySQL, MongoDB, SQL Server, Firebase, AWS, CI/CD pipelines (monitoring & support)
- **Integration & APIs:** REST APIs, JSON, authentication basics (JWT, OAuth concepts)
- **Testing & QA:** Functional testing, bug reproduction, regression testing, Selenium (basic), Automated testing, Testing and debugging
- **Tools & Collaboration:** VS Code, Postman, Git, GitHub, Jira, Trello, GitHub Copilot
- **Work Practices:** Agile/Scrum, cross-functional collaboration, clear documentation, customer-focused support.

Professional Experience

Application Support Analyst, Electrofrost Inc

Sep 2025 – Present

- Implementing and managing ServiceM8 for field operations, including creating customised forms, automations, and workflow systems to improve business efficiency.
- Designing and maintaining company websites, overseeing updates, layout optimisation, and integration with backend systems.
- Conducting search engine optimisation (SEO) and digital marketing activities to enhance online visibility and lead generation.
- Supporting sales processes through CRM updates, lead tracking, and assisting in quotation and proposal preparation.
- Monitoring website analytics, ad performance, and digital campaigns to support ongoing marketing and operational initiatives.
- Providing technical support and training to staff on internal systems and tools, troubleshooting issues, and implementing improvements.
- Assisting sales and operations teams with CRM data management, lead tracking, quotation support, and system-driven process coordination.

- Software Engineer, Victoria Partners Pvt Ltd,** Aug 2022 - Apr 2024
- Led development and support of CRM and ERP systems by working closely with business stakeholders to translate operational requirements into functional system solutions.
 - Designed and implemented system integrations, reports, and data models using RESTful APIs and SQL/NoSQL databases to ensure data consistency, integrity, and performance.
 - Supported ERP environments through system testing, troubleshooting, validation, and deployment activities while maintaining detailed technical and process documentation.
 - Utilised AWS cloud services, Git version control, and CI/CD pipelines to deploy, monitor, and maintain applications with high availability, reducing deployment time by 20%.
 - Participated in system upgrades, enhancements, and optimisation initiatives while ensuring secure access controls and adherence to system governance standards.

- Software Engineer, Copreus Pvt Ltd** Mar 2019 - Aug 2022
- Led full-stack development of CRM and ERP systems and enterprise web applications using Laravel, Node.js, Java, React.js, and Vue.js, delivering scalable, high-performance solutions.
 - Designed and implemented RESTful APIs and optimised SQL/NoSQL databases (MySQL, MongoDB) for reliability, speed, and data integrity.
 - Utilised AWS cloud services, Git version control, and CI/CD pipelines to deploy, monitor, and maintain applications with high availability, reducing deployment time by 20%.
- Enhanced front-end responsiveness and user experience with modern UI technologies (HTML5, CSS3, JavaScript, Tailwind CSS, Bootstrap), improving load times by 30%.

Notable Projects

Com-Hub System – Enterprise Dashboard & CRM System

(username: User; Password: user@2528; In Extension :0)

[View](#)

- I developed a fully PHP Laravel-based CRM system with a predictive dialer option.
- Built custom dashboards, predictive dialling, and automated email sending for enterprise users.
- Developed real-time reports and a tracking system for all company agents.
- Managed clients, partners, and vendors with 500+ concurrent users without lag.

CondorGuide – Campus Navigation & Facility Management Web App

[View](#)

- Developed a full-stack app for classroom tracking, issue reporting, emergency alerts, and smart navigation.
- Integrated Mapbox GL JS, JWT, SMTP Grid, GridFS, Stripe; used React.js, Bootstrap, Node.js, Express, MongoDB.
- Designed intuitive UI/UX in Figma for students, faculty, and staff.

Education

Postgraduate Diploma in Web Development, Conestoga College

, May 2024 – Aug 2025

Bachelor of Science in IT, University of Colombo

, Jan 2015 – Feb 2019

Additional Information

- Legally allowed to work in Canada.
- Valid Ontario Class G driver's license with clean driving abstract; reliable personal vehicle available.
- Languages: English (Fluent).
- Strong understanding of workplace safety, procedures, and teamwork.
- Comfortable working shifts, adapting to new environments, and learning quickly.