

# SHADHIR JAIBULLA

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## PROFESSIONAL SUMMARY

Motivated and skilled Information and Communication Technology graduate with a Bachelor of ICT, majoring in Software Technology from Swinburne University of Technology. Eager to apply theoretical knowledge and practical skills in a dynamic environment. Seeking an entry-level position as a Graduate Software Engineer with a focus on DevOps and Cloud Computing to contribute to innovative projects and further develop expertise.

## EDUCATION

**Bachelor of Information and Communication Technology**  
**Swinburne University of Technology**

**Aug 2022 - July 2024**

- Major in Software Technology.

**Higher Diploma on Information Technology**  
**Sri Lanka Institute of Information Technology, Sri Lanka.**

**Nov 2018 – Jan 2020**

## PROJECTS

### Cybering Labs– IT Industry Project

- Contributing to the improvement of the Cyber Mind cybersecurity platform by developing additional scenarios.
- Enhancing user training experiences by creating new labs within the platform.

### Swinburne Seed Library – ICT Inquiry Project (S1 2023)

- Created an innovative Mendix app using low-code technology.
- Implemented an intuitive online system, enabling users to explore, reserve, and rate seeds.
- Worked with team of 4 people utilizing Mendix project management tool.

### ICT Design Project - Gauntlet (S1 2023)

- Enhanced the user interface of Retrospect Labs' online platform for cybersecurity exercises.
- Analysed, prototyped, and evaluated UI designs to improve exercise setup and alignment with frameworks.
- Delivered user personas, competitive analysis, workflow analysis, accessibility recommendations, and Figma prototypes.
- Contributed to strengthening cybersecurity readiness.
- Utilized Confluence and Jira for project management and collaboration with team members.

### My Friend System

- Developed a user-friendly web-based social networking app, with user registration, login, friend management, and database integration. I also added advanced features like pagination and mutual friend counts.
- **Technology used: HTML, CSS, JS, PHP, MySQL**

### Event Planning System.

- Online Event Planning System is web application which lets users to manage their events (CRUD Operations).
- **Technology used: JAVA, HTML, CSS, JS, MySQL**

### FastFix Mobile Application.

- FastFix is native android application that we developed which provide technical service as well as job market.
- **Technology used: JAVA, Firebase**

## WORK HISTORY

### Dispatch Supervisor

**Aug 2024 - Present**

#### Woolworths CFC - Notting Hill, VIC

- Spearhead the management of dispatch operations, ensuring seamless order processing and accurate, on-time delivery to customers.
- Optimize inventory management through the implementation of data-driven best practices and enhancing accuracy.
- Lead continuous improvement initiatives focused on operational efficiency, utilizing Lean methodologies to boost team productivity.

- Foster a collaborative work environment by leveraging strong communication skills and team-building techniques, driving higher employee engagement and performance.

### **Dispatch Team Member**

**Mar 2022 – Jul 2024**

#### **Woolworths CFC - Notting Hill, VIC**

- Checked and arranged customer orders accurately.
- Ensured the quality and freshness of items.
- Managed inventory and reported discrepancies.
- Coordinated with the delivery team.
- Followed safety procedures and maintained cleanliness.

### **Customer Service Executive**

**May 2021 – Nov 2022**

#### **HSBC Electronic Data Processing Lanka (Pvt) Ltd. - Sri Lanka**

- Developed and implemented customer service policies to enhance customer experience.
- Monitored customer feedback and used it to improve processes and resolve issues.
- Oversaw customer service staff, including training, mentoring, and managing performance.
- Responded to customer inquiries and complaints professionally.
- Collaborated with other departments to resolve customer issues.

### **Trainee Sales Centre Executive**

**Jan 2019 - Jan 2021**

#### **Chinese Dragon Cafe - Head Office, Sri Lanka**

- Answered customer calls, placed orders, and resolved complaints.
- Learned and understood company products, services, and sales processes.
- Conducted market research to identify new sales opportunities.
- Participated in sales meetings and training sessions.
- Utilized CRM software to manage customer interactions and data.
- Collaborated with other departments to ensure smooth service delivery.

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## **SKILLS**

- Programming: Java, Python, PHP, C, C++, C#
- Web Development: HTML, CSS, JavaScript, Vue.js
- Database: SQL, Firebase
- Cloud Computing: AWS
- Project Management: Jira

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## **CERTIFICATIONS**

- AWS Cloud Practitioner (In Progress)
- Programming Foundations: Object-Oriented Design (LinkedIn Learning)
- Python for Beginners (University of Moratuwa) | Credential ID: JDjfHxDfQB (2022)
- JAVA (Programming Hub) | Credential ID: 52080332 (2020)
- Graphic Designing and Animation (Zonal ICT Education Centre) (2016)

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## **EXTRA-CURRICULAR ACTIVITIES**

- Member of Australian Computer Society (ACS)
- All Island 2nd place in "Idea Challenge" (Moratuwa University, 2018)
- All Island 3rd place in "Idea Challenge" (Moratuwa University, 2017)
- Merit award at Code Fest (SLIIT, 2017)
- Team member of the school Rugby team

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## **REFERENCES**

Available Upon Request.