NUWAN WICKRAMARACHCHI

CUSTOMER SUPPORT SPECIALIST

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🌐 www.nuwanwick.dev

SKILLS

Intercom · Datadog · AnyDesk

React · Redux · Postman · Python

MySQL · SQLite · MongoDB · GitHub

Microsoft Azure · Microsoft Entra ID

Web Scraping · Scrapy · Playwright

Communication · Customer Service

Ticketing Systems · Troubleshooting

Problem Solving · Automation

EDUCATION

MSC IN INFORMATION SYSTEMS

University of Jyväskylä

2023 - present

BSC (HONS) DEGREE IN INFORMATION TECHNOLOGY

Sri Lanka Institute of Information Technology

2014 - 2018

EXPERIENCE

FARMWORKER
Pekka Pettinens Farm - Mikkeli

July 2024 - August 2024

- Harvested potatoes, carrots, beans, peas, cucumbers, summer pumpkins, and onions.

SUPPORT ENGINEER & HEAD OF DATA ONBOARDING
AssetOwl/ Pirsee

2020 - 2023

- Provided **technical support** to customers.
- **Automated** repetitive support tasks **with Python.**
- Oversaw customer data onboarding.
- Built a platform with **React** to enhance data onboarding.
- **Supervised** data team of **~ 8 staff**.
- Recruited and trained data team members.

INSTRUCTOR
Sri Lanka Institute of Information Technology

2018 - 2018

- **Conducted practical lab** sessions.
- Evaluated student projects and assignments.

SOFTWARE ENGINEER (INTERN)
Pension Department

2016 - 2017

- Developed **standalone applications using JavaFX**.

ACHIEVEMENTS

- Earned Hackerrank certification as a **frontend developer** specializing in **React**.
- Achieving a **100% job success rate** and accumulating **over 4000 hours of work experience in** Upwork, all while collaborating with **teams globally**.
- Completing my Bachelor's degree with a second upper class and a weighted grade point average (WGPA) of 3.51.