

RUKSHAN DE SILVA

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Work Eligibility: Student Visa – Eligible to work 20 hours per week

PERSONAL STATEMENT

Postgraduate IT student seeking a part-time Service Desk or IT Support role. Experienced in end-user support, incident handling, and customer-focused troubleshooting. Strong communication skills developed through HSBC Bank and corporate IT environments.

TECHNICAL & SERVICE DESK SKILLS

Service Desk & Level 1 Support

End User Support (Windows & macOS)

Incident & Service Request Management

Ticketing Systems & Documentation

Hardware & Software Troubleshooting

Customer Communication & SLA Awareness

WORK EXPERIENCE**Associate Engineer / Intern – End User Services, Wiley Global Technology (2023 – Present)**

- Provided Level 1 end-user support through service requests and tickets
- Diagnosed and resolved common hardware, software, and access issues
- Delivered clear and professional technical communication to users
- Maintained support documentation and followed IT service processes
- Collaborated with team members to improve user experience

Business Development Associate – HSBC Bank (Sep 2021 – Sep 2023)

- Delivered customer-focused service in a high-pressure environment
- Managed client inquiries, complaints, and service requests
- Developed strong communication and problem-solving skills

EDUCATION

Master of Science (MSc) – Expected Nov 2026

BSc (Hons) Software Engineering – ICBT Campus

Final Project: AI-based Lung Cancer Detection System

CERTIFICATIONS

Google IT Support Professional Certificate

HSBC Best Sales Performance Awards

AVAILABILITY

Available up to 20 hours per week

Flexible evenings and weekends