

- Birthday : 03/04/2000
- Mail : shehanuyanwatte2000@gmail.com
- Contact : 0702189292 / 0752182679

- Address : No 20/E, 4<sup>th</sup> Lane, Pepiliyana Mawatha, Nugegoda
- Gender : Male
- [Linkedin](#) [Github](#)



## SUMMARY

Proactive and results-driven student eager to contribute my skills and learn from industry experts. I'm actively seeking opportunities to gain hands-on experience and build professional connections.

## EDUCATION

2006 - 2019	St. Peter’s College - Bambalapitiya	O/L - 7A 2C	A/L - 2C 1W
2021 - 2022	The Open University of Sri Lanka	Adv. Certificate in Science	
2023 - Present	The Open University of Sri Lanka	Bachelor of Science in IT	

## WORK EXPERIENCES

2021 Apr - 2022 Nov	Commercial Bank - Nugegoda	Data Entry Operator
<ul style="list-style-type: none"><li>• Contributed to the branch's operational efficiency by accurately updating data in various databases.</li><li>• Collaborated with team members to ensure all data entry tasks were completed efficiently and on time.</li></ul>		
2022 Nov - 2023 May	AV Business Solutions Pvt Ltd	Data Entry Operator
<ul style="list-style-type: none"><li>• Handled all aspects of customer payment updates, ensuring precision and professionalism in every transaction.</li><li>• Promoted to a role handling company-wide email inquiries from customers, demonstrating a strong ability to manage communication and resolve issues.</li></ul>		
2023 May - 2024 July	AV Business Solutions Pvt Ltd	Quality Control Specialist
<ul style="list-style-type: none"><li>• Evaluated and analyzed customer care agent interactions to measure performance and identify training needs.</li></ul>		
2024 July - 2025 Jan	AV Business Solutions Pvt Ltd	Quality Control Supervisor
<ul style="list-style-type: none"><li>• Supervised a four-member team on Quality Control tasks while also assisting in the training and development of new customer care agents.</li></ul>		

## SKILLS

- **Languages:** Fluent in English and Sinhala
- **Customer Relations:** Customer Care and Communication, Conflict Resolution, and Problem-Solving.
- **Technical Skills:** Basic Proficiency in PROLOG, Java, C, Python, HTML, AI/ML Fundamentals, and Vertex AI Prompt Design.

## ONLINE CERTIFICATIONS

- [Machine Learning Specialization - DeepLearning.AI / Stanford University](#)
  1. [Supervised Machine Learning - DeepLearning.AI / Stanford University](#)
  2. [Advanced Learning Algorithms - DeepLearning.AI / Stanford University](#)
  3. [Unsupervised Machine Learning - DeepLearning.AI / Stanford University](#)
- [Oracle Cloud Infrastructure 2025 Certified AI Foundations Associate](#)

## NON-RELATED REFEREES

- Mrs Andrea Pereira,  
Vice President / Global Head of Talent Mobility,  
Virtusa Pvt Ltd.  
077 7881 632
  - Mr Niranjan Niles,  
Executive Director,  
Ambeon Securities Pvt Ltd.  
077 383 2597