Date of Birth
April 3rd 2000

Gender
Male

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20E,
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Portfolio

SHEHAN UYANWATTE

BSc IT Undergraduate
The Open University of Sri Lanka

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

- **The Open University of Sri Lanka (2023 - Present)**
  - **Bachelor of Science in IT**

- **The Open University of Sri Lanka (2021 - 2022)**
  - **Advanced Certificate in Science**

- **St. Peter's College - Bambalapitiya (2006 - 2019)**
  - **O/L - 7A 2C**
  - **A/L - 2C 1W**

Skills

- **Fluency in Sinhala and English**
- **Customer Care and Communication**
- **Conflict Resolution**
- **Problem Solving Skills**
- **Presentation Skills**
- **Basic Proficiency in**
  - **PROLOG**
  - **Python**
  - **Java**
  - **C**
  - **HTML**
  - **TypeScript**
  - **React**
- **AI / ML Fundemental Knowledge**
- **Vertex AI Prompt Design**
- **Google Firebase**
- **Github**

Certifications

- **Machine Learning Specialization - DeepLearning.AI / Stanford University**
- **Supervised Machine Learning - DeepLearning.AI / Stanford University**
- **Advanced Learning Algorithms - DeepLearning.AI / Stanford University**
- **Unsupervised Machine Learning - DeepLearning.AI / Stanford University**
- **Oracle Cloud Infrastructure 2025 Certified AI Foundations Associate**

Work Experiences

- **AV Business Solutions Pvt Ltd - Quality Control Supervisor (2024 Aug - 2024 Dec)**
  - Supervised a four-member team on Quality Control tasks while also assisting in the training and development of new customer care agents.
  - Report instances of Agent-Customer Interactions that violated standards and guidelines severely to necessary parties of the management.
  - Analyzing the performance of all operational departments weekly and report to the management.

- **AV Business Solutions Pvt Ltd - Quality Control Specialist (2023 May - 2024 July)**
  - Evaluated and analyzed customer care agent interactions to measure performance and identify training needs.
  - Ensure agent-customer interactions were following professional communication standards and ensure compliance with company guidelines.

- **AV Business Solutions Pvt Ltd - Data Entry Operator (2022 Nov - 2023 May)**
  - Handled all aspects of customer payment updates, ensuring precision and professionalism in every transaction.
  - Promoted to a role handling company-wide email inquiries from customers, demonstrating a strong ability to manage communication and resolve issues.

- **Commercial Bank - Nugegoda - Data Entry Operator (2021 Apr - 2022 Oct)**
  - Contributed to the branch's operational efficiency by accurately updating data in various databases
  - Collaborated with team members to ensure all data entry tasks were completed efficiently and on time.
  - Ensured that Documentation tasks were completed in a timely and efficient manner

Projects

- **Mock ATM System** - Developed a mock ATM system using Java, simulating core banking functionalities like Authentication, Deposit, Withdrawal, Account balance inquiry etc .
- **Medical Expert System** - Developed a Medical Expert System using PROLOG, simulating a diagnostic system for common medical conditions via a given number of symptoms. Uses a Knowledge Base and Predicates to Infer and provide possible diagnoses based on user input.
- **GPS Navigation** - Developed a GPS Navigation System using PROLOG, that provides the best possible route from one point to another based on reward functions. This inferrence is done by analyzing various attributes such as Distance, Vehicle Type, Weather, Traffic etc.
- **Apparel Marketplace App (Ongoing Project)** - An Apparel Marketplace application using React Expo, Typescript, Firebase, Python, Neo4J and Langchain

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