



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 Fundamental Knowledge
- Vertex AI Prompt Design
- Google Firebase
- Github



Date of Birth
April 3rd 2000



Gender
Male



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20E,
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Pepiliyana
Mawatha,
Nugegoda.



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Contact
0702 189 292
0752 182 679



LinkedIn



Github



Portfolio

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)
 - Managed a team of 4 and facilitated onboarding for new agents to maintain high service standards. Identified and reported severe protocol violations in customer interactions to safeguard company reputation and compliance. Analyzed and reported weekly KPIs for all operational departments to support executive decision-making.
- AV Business Solutions Pvt Ltd - Quality Control Specialist (2023 May - 2024 July)
 - Audited customer service interactions to evaluate performance and ensure strict compliance with professional communication standards. Identified performance gaps and provided data-driven recommendations for agent training and process improvements.
- AV Business Solutions Pvt Ltd - Data Entry Operator (2022 Nov - 2023 May)
 - Managed end-to-end customer payment processing with high precision and attention to detail. Promoted to lead company-wide email communications, resolving complex customer inquiries and maintaining high satisfaction ratings.
- Commercial Bank - Nugegoda - Data Entry Operator (2021 Apr - 2022 Oct)
 - Managed accurate data updates across multiple banking systems, ensuring 100% data integrity. Coordinated with the team to execute high-volume data entry and documentation tasks within tight operational windows.

Projects

- Apparel Marketplace App | React Native (Expo), TypeScript, Firebase, Python, Neo4j, LangChain
 - Authored a comprehensive business case and designed high-fidelity Figma prototypes to define user journeys and stakeholders' requirements.
 - Architected a cross-platform marketplace using React Native (Expo) and TypeScript, integrating Firebase for streamlined authentication and account management.
 - Engineered a dual-role user system using Firestore (NoSQL) to manage permissions and secure data access for both vendors and customers.
 - Enhanced security by implementing biometric authentication (FacID/Fingerprint) utilizing Expo's native modules.
 - Developed comprehensive vendor management features, including real-time product inventory updates and account information updates.
- Mock ATM System | Java
 - Built a Mock banking application featuring secure user authentication and core transaction modules, including deposits, withdrawals, and real-time balance inquiries.
- Medical Expert System | PROLOG
 - Developed a diagnostic engine that uses a logic-based knowledge base to identify medical conditions by analyzing user-provided symptoms.
- GPS Navigation System | PROLOG
 - Developed a cost-based pathfinding system that calculates optimal travel routes by evaluating variables such as distance, traffic, weather, and vehicle type.

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