

- Birthday : 03/04/2000
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- Address : No 20/E, 4th 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

- 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.

2022 Nov - 2023 May AV Business Solutions Pvt Ltd Data Entry Operator

- 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.

2023 May - 2024 July AV Business Solutions Pvt Ltd Quality Control Specialist

- Evaluated and analyzed customer care agent interactions to measure performance and identify training needs.

2024 July - 2025 Jan AV Business Solutions Pvt Ltd Quality Control Supervisor

- Supervised a four-member team on Quality Control tasks while also assisting in the training and development of new customer care agents.

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