

CURRICULUM VITAE

UDARA ILUKSHAN DISSANAYAKE



681/2/B, Kulasevana Mawatha,
Kottawa,
Pannipitiya.
Sri Lanka.
13-05-2015

To Whom It May Concern:

Post of Account Manager/Business Analyst/Project Manager

I wish to apply for the post mentioned above.

I am currently occupied in Key account management, business analysis/consultancy, Project management and coordination under the domains of ERP(Enterprise Resource Planning), HRM(Human Resource Management). I have gathered experience on business development, revenue generation, client/account management, business analysis, and project management towards ERP operations, HR operations and many more.

Also by serving the previous employer, I have gained extensive knowledge in areas such as basic accounting activities, travel inventory management, reservation operations and reporting.

Importantly I have gained hands on experience of managing a team of employees with different work roles to achieve a specific task.

I hold a BSc Degree in Information Technology and a Master of Business Administration. I can assure the required capabilities and working experience I have, could sufficiently be absorbed by the employer. By joining your team, I am confident that I can achieve the objectives of both the organisation and my expectation, and therefore encompass further information of myself for your kind consideration.

As I hope to turn a new phase of my career, in the event of being given an opportunity to serve the esteemed organisation, I would like to assure my services to the utmost satisfaction of my superiors.

Thanking you and awaiting a favourable reply.

Yours faithfully,																										
<p>.....</p> <p>(UDARA ILUKSHAN DISSANAYAKE)</p>																										
Personal Details																										
	Date Of Birth	06.09.1987																								
	Age	Twenty Seven Years(27+)																								
	Gender	Male																								
	Marital Status	Married																								
	Religion	Roman Catholic																								
	Nationality	Sri Lankan																								
	NIC Number	872501088V																								
	Mobile	0094-773856323 / 0094-773-465884																								
Education																										
	School Attended	St. Peter's College(Colombo 04)																								
Educational Qualifications																										
	<ul style="list-style-type: none"> Ordinary Level (Department of Examination, Sri Lanka –2003) <table border="0"> <tr><td>English</td><td>-</td><td>A</td></tr> <tr><td>Maths</td><td>-</td><td>A</td></tr> <tr><td>Social Studies</td><td>-</td><td>A</td></tr> <tr><td>Sinhala</td><td>-</td><td>B</td></tr> <tr><td>Commerce</td><td>-</td><td>B</td></tr> <tr><td>Oriental Music</td><td>-</td><td>B</td></tr> <tr><td>Science</td><td>-</td><td>C</td></tr> <tr><td>Christianity</td><td>-</td><td>C</td></tr> </table> 		English	-	A	Maths	-	A	Social Studies	-	A	Sinhala	-	B	Commerce	-	B	Oriental Music	-	B	Science	-	C	Christianity	-	C
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Science	-	C																								
Christianity	-	C																								
	<ul style="list-style-type: none"> Advanced Level (Department of Examination, Sri Lanka –2006) <table border="0"> <tr><td>Combined Maths</td><td>-</td><td>S</td></tr> <tr><td>Physics</td><td>-</td><td>S</td></tr> <tr><td>Chemistry</td><td>-</td><td>F</td></tr> <tr><td>General English</td><td>-</td><td>B</td></tr> </table> 		Combined Maths	-	S	Physics	-	S	Chemistry	-	F	General English	-	B												
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General English	-	B																								
	<ul style="list-style-type: none"> Completed the Certificate in Computer Studies (CCS), in Singapore Informatics 																									
	<ul style="list-style-type: none"> Completed the Certificate in Information Technology (CIT), in Sri Lanka Institute of Information Technology(SLIIT) 																									
	<ul style="list-style-type: none"> Completed the Associate Diploma in Information Technology (ADIT), in Sri Lanka Institute of Information Technology(SLIIT) 																									
	<ul style="list-style-type: none"> Completed the Diploma in Information Technology (DIT) in Sri Lanka Institute of Information Technology(SLIIT) 																									
	<ul style="list-style-type: none"> Completed the BSc Degree in Information Technology(BSc in IT), in Sri Lanka 																									

	<p>Institute of Information Technology(SLIIT) – Implemented a web based PAMS(Performance Appraisal Management System) for the final year research project which provides more transparency and a 360 degree feedback to the stakeholders than existing systems in industry.</p> <ul style="list-style-type: none"> ➤ Was one of the three best presenters during the degree programme
	<ul style="list-style-type: none"> ▪ Followed the International English Language Testing System(IELTS) programme in Australian College of Business & Technology(ACBT)
	<ul style="list-style-type: none"> ▪ Completed the Masters of Business Administration from Australian Institute of Business in Adelaide

Extra –Curricular Activities

	<ul style="list-style-type: none"> ▪ Member of the Science Society
	<ul style="list-style-type: none"> ▪ Member of the Maths Society
	<ul style="list-style-type: none"> ▪ Was a cub and a junior Scout
	<ul style="list-style-type: none"> ▪ Member of college oriental choir - Was elected to perform in a continuous television program in 2002
	<ul style="list-style-type: none"> ▪ Member of college oriental orchestra - Was elected to perform in a continuous television program in 2002
	<ul style="list-style-type: none"> ▪ College house Steward for the academic year 2004
	<ul style="list-style-type: none"> ▪ Junior prefect for the academic year 2005 <ul style="list-style-type: none"> ▪ In charge of college house Stewards
	<ul style="list-style-type: none"> ▪ House captain for the academic year 2005 - Achieved second place in the inter house sports meet
	<ul style="list-style-type: none"> ▪ Senior prefect for the academic year 2006
	<ul style="list-style-type: none"> ▪ School colour holder for the academic year 2006
	<ul style="list-style-type: none"> ▪ Played Carom for the school team
	<ul style="list-style-type: none"> ▪ Played for the school Basket Ball team(under 13 – under 19) <ul style="list-style-type: none"> ▪ Vice captain in 1999 (under 13) – achieved 5th place in all island basket ball championship ▪ Captain in 2001 (under 15) - achieved 4th place in all island basket ball championship
	<ul style="list-style-type: none"> ▪ Member of the SLIIT Basket Ball team since year 2007
	<ul style="list-style-type: none"> ▪ SLIIT Basket Ball colour holder for the year 2008
	<ul style="list-style-type: none"> ▪ Participated in All India Sports Extravaganza 2009 held in Bangalore, India. - Entered to the Basket Ball Quarter Finals representing SLIIT Basket Ball team.
	<ul style="list-style-type: none"> ▪ Member of the Toronto Cricket Club in the Expatriate Cricket Association - Maldives.

Work Experience

	Employer 1	Reservations Gateway Inc.
	Designation & Duration of Experience	Project Coordinator : September 2008 – May 2010 Associate Business Analyst : June 2010 – November 2010
	Employer Background	Multinational organization with clients overseas. Mainly providing reservation (front office) and back office solutions

		to travel industry.
	Key Responsibilities	Manage 8 client accounts out of which one is the main revenue generating source and the prime client of the organization, through effectively managing the troop resources.
		Manage the troop(7) while overcoming the operational barriers with greater corporation and effective relationship bonds to achieve below mentioned then to thrive.
		Managing the troop in a target centric environment to achieve the budgets and retain client base with satisfactory maintenance
		Gather client requirements
		Designing quality business solutions according to requirements.
		Carry out gap analysis and identify gaps with the existing product.
		Prepare and finalize requirement specifications
		Being responsible of the intermediary role between the client and the project troop (Clearly communicate the business requirements to the project troop in order to provide the best solution to the client requirement.)
		Overlook the testing process to ensure the solution is functioning properly according to the specification's need.
		Provide training and support on the product/solution to clients.(if needed internally as well)
		Define time efforts and cost estimates for solutions.
		Preparing project plans, meeting minutes, roll out plan, release notes etc...
		Effectively manage time, human resources and risks in advance to achieve targeted deadlines through continuous co-ordination and follow up with the project troop.
		Continuously report the status updates, project plans and timed reports/statistics to relevant stakeholders (including management superiors).
		Carry on system maintenance – coordinate issue resolving(issue verification, get them cured, inform client), provide assistance for the new customers of the interfaces(review certifications for customers, provide assistance throughout), monitor usage behaviors.
		Build up strong business relationships with clients through friendliness.
	Milestones	Opportunist to manage 5 accounts/projects from various regions (overseas) commencing from the first month of internship.
		Opportunist to serve the employer as a trainee after 3 months out of 4(internship contract – 4 months)
		Opportunist to manage 8 accounts/projects from various regions(3 additional accounts commencing from training period)
		Opportunist to become a permanent employee after 7 months out of 12(Trainee agreement – 12 months)
		Opportunist to manage the prime account/project of the employer which pulls the maximum revenue in.

		Generating business situations where solutions needed and convert them into revenue.
		Opportunist to conduct business with a biggest Tour Receptor in Las Vegas(USA)
		Opportunist to conduct business with 2 top ten Tour Operators in Dubai(UAE)
		Opportunist to conduct business with more customers from different regions (UK, Malaysia, Kuwait, Saudi Arabia etc...)
		Conducted analysis in linking Amadeus and Galileo to one of the Kuwaiti clients in order to make business by their Air and Car inventory.
		Analyzed and designed XML reservation amendment module for the biggest Tour Receptor in Las Vegas (USA).
		Analyzed and designed the Group reservation module for the same client.
		Gained experience in database clustering which the solution is to better manage the load of the business while eliminating large scale bottlenecks (Ex: server/database unavailability, data redundancy etc...).
		Analyzed an integration of a PMS(property management system) to the existing system in order to better manage the back office and front office operations while expecting to have the real time updates(inventory updates, rates updates, reservation related updates etc....) with Hotels(Hotels are expected to use same PMS and both will be connected through XML).
		Analyzed and designed dynamic package reservation module.
	Employer 2	Zillione Business Solutions Pvt Ltd - Group of Companies
	Designation & Duration of Experience	Business Systems Specialist : November 2010 – March 2013 Business Consultant : April 2013 – To Date
	Employer Background	Multiregional organization with legal entities in Maldives/India/Bangladesh. Mainly providing ERP (Enterprise Resource Planning) and HR solutions.
	Key Responsibilities	Managing all key accounts under the Maldives region being the primary revenue generating region for Zillione group (more than 25 prime clients).
		Managing the troop while overcoming the operational barriers with greater corporation and effective relationship bonds to achieve below mentioned then to thrive.
		Managing the troop in a target centric environment to achieve the targets and retain client base with satisfactory maintenance
		Conducting sales demonstrations on the products to the regional markets.
		Build up strong business relationships with clients through friendliness.
		Providing functional consultancy for ERP and HR products.
		System/Project implementation/management
		Gather client requirements.
		Designing quality business solutions according to requirements.

		Carry out gap analysis and identify gaps with the existing product.
		Prepare and finalize requirement specifications.
		Being responsible of the intermediary role between the client and the project troop (Clearly communicate the business requirements to the project troop in order to provide the best solution to the client requirement.)
		Provide training and support on the product/solution to clients.
		Defining time efforts and cost estimates for solutions.
		Preparing project plans, meeting minutes, roll out plan, release notes etc...
		Effectively manage time, human resources and risks in advance to achieve targeted deadlines through continuous co-ordination and follow up with the project troop.
		Continuously report the status updates, project plans and timed reports/statistics to relevant stakeholders (including senior management superiors).
		Coordinate system maintenance – coordinate issue resolving(issue verification, rectification, updating client), provide assistance for the customers on the system functionality, monitor usage behaviors.
		Carry on a variety of additional duties for the regional office up to various extends (Ex: Administrative, Financial, Miscellaneous etc...)
	Milestones	Opportunist to manage all accounts under the Maldives region being the primary revenue generating region for Zillione group (more than 25 prime clients).
		Protected the client base from being switched to different solution providers, through spot support consultation and effective relationship management.
		Highest GP achiever for the region for 4 consecutive quarters
		Organizing two major workshops in the Maldives region while gathering prospects for business opportunities then capitalized on significant numbers.
		Converted Como group resorts for service agreements from competitors.
		In progress of converting universal group(Prime Client) resorts' systems to SAGE ERP as at current.
		Designed revenue opportunity for the first sale of mobile application on HR solutions.
		Supported a key client to identify fraud transactions totaling to millions through in depth data investigations then to let them take actions against.
		Saved universal group(Prime Client) being penalized for dollars in millions due to not being able to provide the accounts for labriz resort in seashell. Data corruption was rectified and advantage was provided to the client.
		Maintained high level of client satisfaction through the utmost commitment towards client management which is the end goal of the organization
		Implemented the Project and Job Costing module for Coastline Group of Companies; Coastline Hotels and Resorts,

	recognized as a key customer for the Employer.
	Reorganized the messed up business processes through extensive functional consultancy for Coastline Group of Companies; Asian Gas Oil, recognized as the primary business for their group.
	Implemented Accounts Receivable and Accounts Payable modules for Seagull Pvt Ltd and Voyages Maldives Pvt Ltd while accommodating all of their businesses in one database. Specific advanced reports were generated (Crystal Reports) to populate data after finalizing the application procedures relevant to the customer requirement.
	Successfully completed a version upgrade of SAGE ACCPAC ERP from 5.5 to 5.6 for Coastline Group of Companies(7 company properties)
	Successfully completed a version upgrade of SAGE ACCPAC ERP from 5.1 to 6.1 for Federated States of Micronesia Telecommunication Corporation (USA Boarder)
	Implemented new tax introduction and exchange rate fluctuations under the government regulations, for all the clients to the cutoff date (Ex: configuration, set up preparation depending on the type of business and applicability of regulations, crystal report amendments, functional testing).
	Successfully implemented Zillione HR suit for Reefsides Group of Companies.
	Successfully implemented SAGE ACCPAC ERP for KAIMOO Group of Companies(3 hotel properties) and conducted the integration to the front end system (Champagne) while providing the functional consultancy (analyzing and designing) and completing functional testing phases.
	Successfully implemented SAGE ACCPAC ERP for Hotel Bathala Island Resort under AAA Group of Companies, another significant client for the employer.
	Provided technical support for considerably disorganized databases of many customers due to the application bugs but unable to overcome through application procedures. Investigated the database table structures and relationships in between and the data write/read connections then reorganized corrupted data manually to overcome the difficulties.
	Successfully studied and analyzed 3 HR projects in parallel and managed the project till successful completion.

Referees

	Mr. S. A. D. S. A. Christy	Mrs. Shihana Cader
	Deputy Auditor General	Public Relations & Premium Service Manager
	Auditor General Department, 306/72, Polduwa Road, Baththaramulla. Sri Lanka.	Aitken Spence Aviation(Singapore Airlines) 315, Vauxhall Street, Tower 2, Colombo 02. Sri Lanka.
	Tel : 0112887371	Tel : 0777287210
	<p>I hereby confirm that the details furnished herein are true and correct to the best of my knowledge.</p> <p> (Signature)</p> <p>26-10-2014 (Date)</p>	