

PROFILE

Sixteen years of experience in information technology industry. Experienced and certified in Enterprise Business Systems, IT Infrastructure design and management. Specialized in ERP and POS systems, in production and hospitality industries.

- Work experience of being in charge and being responsible for the smooth running of one of the largest deployments of Dynamics AX at SML, for the last 8+ years, as a regional IT manager.
- Being an active member of the British Computer Society and Australian Computer Society, keeping me abreast of the latest IT trends.
- Excellent domain knowledge in the multinational manufacturing, retail and hospitality industry.
- Highly-developed presale technical skills as a result of working on external projects related to Dynamics ERP, on various industrial sectors.

SKILLS

Professional - diverse local and international experience - all aspects of operations for IT management. Deep knowledge of PMS, POS systems and business vertical processes, Reservation, and hotel management.

Commercial Acumen - budgeting, strategic planning, financial and asset management skills. Worked in corporate, SME environments.

Operations - general operational and administrative support with experience designing and implementing procedures to ensure the smooth running of clinics, and compliance with relevant legislation.

Leadership/HR - enthusiastic, motivating and engaging manager of multi-disciplinary teams with strong HR skills covering recruitment, training, coaching, mentoring and performance management. Knowledge of industrial relations & local labour legislation.

Continuous Improvement - business process improvement to streamline processes and ensure best practice, improve productivity, reduce costs and timeframes, and achieve commercial KPIs.

Communication & Relationship Development - proven ability liaising, negotiating and working collaboratively in complex multi-stakeholder environments – confident communicator with clients, third party referrers, staff, management and contracted IT professionals.

Problem Solving - analytical with proven success identifying potential problems then formulating innovative solutions and making recommendations to rectify; as well as strong attention to detail.

Marketing & Business Development - managed developed number of social media platforms . Dealt with guests, built relationships and identified new revenue opportunities.

Specialized systems - Dynamics AX 4/2009, Opera PMS v4 , Micros POS 9700 , Microsoft Surestep, Infor SUN Accounting, Vision XL, SharePoint, Sugar CRM , QuickBooks

WORK EXPERIENCE

IT Manager ISC Region

SML

May 2008 – Current (8 years)

My tenure of working at SML for 8+ years has moulded me to be confident in the administration of Microsoft Dynamics AX in a reputed multinational company like SML. Also, my career at SML has provided me with confidence in handling end-to-end support in the installation of Microsoft Dynamics for the company's business process.

Projects undertaken at SML

- SML ERP Implementation 2008 (Project coordinator – Sri Lanka)
- Dynamics AX ERP implementation 2010 (Project coordinator – ISC Region)
- RFID Production system setup (Inlay production setup including machines & software)
- Was responsible for deploying and running India, Bangladesh IT infrastructure

IT Manager

AAA Island Resorts - Maldives

November 2006 – February 2008 (2 Years)

Joined as IT manager to undertake Opera/Micros, hotel management system implementation, after successful project completion, I was assigned to handle two hotels to administrate the systems and improve the business process and reports. In addition to PMS & POS systems, finance and reporting services was administrated and managed in same period of time.

Projects undertaken at AAA resorts

- Filitheyo island resort Opera/Micros system integration
- Project lead for Medufushi Island Resort Opera/Micros system design and implementation
- IPTV / Winpac telephone interface integration with Opera PMS system
- Social media and content development for marketing department

Technical Service Manager

Asters - Maldives

April 2004 – October 2006 (2 Years)

As technical manager I supported IBM customers in Maldives and administrating internet POS, CRM at Asters. This job role also involved the training of the IT team, maintaining IBM warranty and facilitating SLA maintenance agreements.

Workshop Engineer/ Computer Technician

IDM Technology Solutions

July 2002 – December 2003 (1.5 Years)

Joined as tech support for windows and basic PCs, I was promoted to handle PC assembling and Compaq PC and hardware division to support critical customers such as Sri Lankan Navy. As a part time instructor, conducted training programs for A+ Certification in same organization.

PROFESSIONAL QUALIFICATIONS

- Member of British Computer Society (Membership ID: 990348641)
- Member of ACS Australian Computer Society (Membership ID : 3227812)
- Microsoft Certified Professional (Membership ID: 7892739)
 - MCSE Microsoft Certified Systems Engineer Aug 2007
 - MCITP Microsoft Certified IT Professional – Dynamics AX Feb 2011
 - MCSA+M, MS Certified Systems Administrator + Messaging Aug 2007
 - MCSA, MS Certified Systems Administrator Jan 2004
 - MCP, Microsoft Certified Professional Dec 2002
 - MCTS, Microsoft Certified Technology Specialist (SQL 2008) Nov 2010

ACADEMIC QUALIFICATIONS

- MSc - Master Of Science in Information Management, SLIIT
- PGD - Post Graduate Diploma in Information Management, SLIIT
- Computer Hardware Engineering Diploma - National Youth Service Council, SL
- Computer Software Programming Course - Open University of Sri Lanka
- Microsoft Dynamics AX 2009 Administration – Avantus
- Computer Networking Technology Diploma - Western Information Technology
- JAVA Programming Certification (Intermediate Level)
- National Certificate in Computer Application - National Institute of Education

AWARDS & PUBLICATIONS

- Winner, Great CISO Awards 2013, Sri Lanka. www.greatcisoawards.com
- Reviewer, Microsoft Dynamics AX 2012 Security How-To (book ISBN9781849687508)
- Guest speaker, Colombo SharePoint Camp (Role of SharePoint with MS Dynamics Solutions)

CONSULTANCY WORK

- Part time lecturer at the Sri Lanka Telecom Campus (SLTC) on ERP and related subjects.
- Part time consultant to MS Technologies (Gold Microsoft Partner) on the following MS Dynamics projects:
 - Elphis Lanka Dynamics NAV Project
 - Nawaloka Group /Polysacks/ Timber Dynamics NAV (Production)
 - Ministry of Construction, Engineering Dynamics NAV (Projects)
- Trainer and active member at Google business group Sri Lanka

REFERENCE

- Available up on request