DIMANTHA SATHASIVAM

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Visa: Residence Visa until 2027/ April

SUMMARY

Dedicated and results-driven IT professional with a proven record of accomplishment in web development, digital marketing, and team leadership roles. Adept at designing, developing, and maintaining corporate and e- commerce websites, implementing digital marketing strategies, and providing comprehensive IT support. Possesses strong leadership skills with a commitment to fostering team collaboration and professional development. Seeking a challenging role to leverage my skills and experience in contributing to the success of a dynamic organization

WORK EXPERIENCE

IT Project Coordinator, CPI Business │ Dubai, UAE   **Sep 2024 - Dec 2024**

- Coordinated the setup and maintenance of IT equipment, including computers, AV systems, Wi-Fi networks, and telecommunication systems.
- Ensured reliable internet connectivity and resolved network issues during the event.
- Managed conference-specific software platforms such as registration systems, virtual conferencing tools, and event apps.
- Oversaw live streaming, hybrid event platforms, and virtual attendee experiences to ensure seamless delivery.
- Provided real-time IT support during the conference, troubleshooting technical challenges efficiently.
- Partnered with the event management team to align IT infrastructure with conference goals.
- Trained staff and volunteers on the use of conference-related technologies.
- Maintained detailed records of IT systems, configurations, and issue resolutions.
- Prepared a comprehensive post-event report summarizing IT performance and recommendations for future improvements.

IT Coordinator, TG Lanka FZE LLC │ Sharjah, UAE   **Dec 2023 - Sep 2024**

- Managed end-to-end IT infrastructure, including hardware, software, and network systems to ensure smooth daily operations.
- Delivered technical support and troubleshooting services to internal teams, resolving issues promptly to minimize downtime.
- Regularly updated and maintained e-commerce platforms to ensure accuracy, performance, and an optimal user experience.
- Installed and configured CCTV systems for enhanced security monitoring across facilities.
- Implemented and enforced IT policies, standards, and best practices to support operational efficiency and compliance.
- Maintained the security and integrity of IT systems and data through proactive monitoring and threat mitigation.

Web & Social Media Executive, Mei Stylish │ Dubai, UAE   **Sep 2022 - Dec 2023**

- Design, development, and continuous maintenance of corporate and e-commerce websites, ensuring a seamless online presence for Meizi Readymade Garment Trading LLC, Dubai .
- Innovate and implement training programs and workshops for staff, fostering continuous professional development and enhancing the overall skill set of the team

- Safeguard the security and integrity of the company's data and IT systems, demonstrating a commitment to maintaining a robust and resilient technological infrastructure.
- Efficiently manage the IT team, providing leadership and support to ensure they possess the requisite skills and resources to execute their responsibilities effectively.
- Actively contribute to new photo and video shoots, collaborating with cross-functional teams to ensure high-quality visual content that aligns with the brand image.

**Information Technology Officer, M3 Force	Sri Lanka**	**July 2021 - Dec 2021**
**Head of IT, TIIKM Conferences	Sri Lanka**	**Jan 2017 - Mar 2021**
**IT Executive, TIIKM Conferences	Sri Lanka**	**Nov 2015 - Jan 2017**
**Web Developer , Earrow Pvt LTD	Sri Lanka**	**Oct 2014 - Nov 2015**

EDUCATION

Bachelor of Computer System & Networking, Second Upper 01st Dev University of Greenwich, London	**Aug 2022**
Diploma in Computer Hardware Raytronics Computer Systems, Sri Lanka	**Aug 2010**
CCNA Certificate Course (200 -125 Routing & Switching) WinSYS Networks Pvt Ltd, Sri Lanka	**Aug 2019**

TECHNICAL AND SOFT SKILLS

- IT Troubleshooting & User Support, Active Directory (AD) , O365 Administration, ITIL Foundation Knowledge, Network Administration, CCTV & POS System Installation, cPanel & Web Hosting Management, Website Security & Performance Optimization, Domain & DNS Configuration
- **User Training & Support:** Adept at training non-technical users (teachers, staff, students) on the use of systems, apps, and devices to enhance productivity and comfort with technology.
- **Device & Asset Management:** Experienced in managing school-wide IT assets, including laptop trolleys, tablets, projectors, smartboards, and iPads, ensuring they are updated, functional, and tracked.
- **Familiar with Classroom Technology:** Exposure to managing learning platforms and tools such as Google Workspace for Education, Microsoft Teams, and interactive classroom tech.
- **Fast Response & Ticket Management:** Strong ability to prioritize and resolve IT support tickets promptly, with a user-friendly and calm communication style.
- **Collaborative Approach:** Proven track record of working with teachers, admin staff, and external IT vendors to provide reliable and efficient support.
- **Documentation Skills:** Capable of maintaining clear documentation of incidents, asset inventories, and IT maintenance logs.

LANGUAGES

- ENGLISH
- SINAHALA

REFERENCES

AVAILABLE ON YOUR REQUEST