



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 Coordinator, TG Lanka FZE LLC | Sharjah, UAE

Dec 2023 - Till Now

- Provided end-to-end customer support, handling inquiries, complaints, replacements, refunds, and charge backs with a strong focus on customer satisfaction.
- Managed and updated customer orders using Shopify and fulfillment platforms, ensuring accuracy in order processing and timely issue resolution.
- Planned, scheduled, and executed email marketing campaigns on Shopify on assigned days, coordinating content and visuals using Canva.
- Updated product pricing, promotions, and offers across the website to support ongoing campaigns and sales initiatives.
- Managed IT infrastructure, including hardware, software, and network systems.
- Provided technical support and troubleshooting for internal teams.
- Assisted in system upgrades, security updates, and data management.
- Installed and configured CCTV systems for security monitoring.
- Coordinated with vendors and service providers for IT-related requirements.
- Implemented and maintained IT policies and best practices.
- Collaborated with internal teams to meet deadlines, manage multiple tasks, and improve overall e-commerce performance.

IT Project Coordinator, CPI Business | Dubai, UAE (Event)

Sep 2024 - Dec 2024

- Coordinated the setup and maintenance of IT infrastructure, including computers, AV systems, Wi-Fi networks, and telecommunication systems.
- Ensured stable internet connectivity and resolved network issues in real time during live events.
- Managed conference-specific platforms such as registration systems, virtual conferencing tools, mobile event apps, and hybrid event technologies.
- Created and managed micro-websites based on Figma designs, ensuring accurate implementation, responsiveness, and user-friendly functionality.
- Supported clients via email and phone, addressing technical inquiries, resolving ticketing issues, and troubleshooting user app-related problems.
- Worked closely with third-party software development teams to perform website QA testing, validate functionalities, report bugs, and ensure platform readiness before launch.
- Provided real-time IT support during conferences, troubleshooting technical challenges quickly and efficiently under pressure.
- Collaborated with event management teams to align IT infrastructure with overall conference objectives.
- Maintained detailed documentation of system configurations, issue logs, and technical resolutions.
- Prepared comprehensive post-event IT performance reports with recommendations for improvement.

- 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:** Strong experience diagnosing and resolving hardware, software, and connectivity issues with a user-first approach.
- **Microsoft 365 (O365) Administration:** User management, email support, Teams collaboration, and basic security controls.
- **Web & Hosting Management:** Skilled in cPanel, web hosting administration, website security, performance optimization, and routine maintenance, Hands-on experience managing domains, DNS records, and hosting-related configurations.
- **User Training & Support:** Adept at training non-technical users—including teachers, staff, and students—on systems, applications, and devices to improve productivity and confidence with technology.
- **Device & Asset Management:** Experienced in managing school-wide IT assets such as laptops, tablets, projectors, smartboards, and iPads, ensuring devices are updated, functional, and accurately tracked.
- **Documentation & Reporting:** Skilled in maintaining accurate documentation for incidents, asset inventories, system changes, and IT maintenance logs.

LANGUAGES

- ENGLISH
- SINHALA

REFERENCES

AVAILABLE ON YOUR REQUEST