



## **NISHANTHINI PERUMAL**

Software Engineer/ IT Help  
Desk / Customer service

### **Contact Details:**

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### **Academic Qualification:**

- ❖ Diploma in Software Engineering  
Esoft Metro Campus (2012)
- ❖ Diploma in Information  
Technology - Esoft Metro  
Campus (2011)

### **Software Skills:**

- ❖ Web Developing &  
Programming
- ❖ Operating System
- ❖ Ticketing System
- ❖ Bootstrapping
- ❖ CCS & JAVA
- ❖ GPS Tracking System

### **Area of Expertise:**

- ❖ System Administration
- ❖ Database Administration
- ❖ Software Developing
- ❖ Web Developing
- ❖ IT Support and Help Desk
- ❖ Leadership Skill
- ❖ Customer Service
- ❖ Communication Skill

### **Languages Known:**

- ❖ English (Fluent)
- ❖ Tamil (Fluent)
- ❖ Sinhalese (Fluent)

### **Personal Information:**

- ❖ Nationality: Sri Lankan
- ❖ Visa Status: Visit Visa
- ❖ Reference – Available on  
request

## **CURRICULUM VITAE**

### **PROFESSIONAL OBJECTIVE**

Aim to be associated with a progressive Organization that gives me the scope to apply my skill and to involve as a part of team and dynamically work towards the growth of the Organization.

### **PROFILE**

A highly efficient, result driven and capable IT Solutions and Web Developing with overall 13 years of experience, with a proven ability of effectively develop, manage and control relationships between company. Having proven track record of quickly understanding vision, mission and objective. Enjoying challenging briefs and able to work to an excellent standard under considerable pressure whilst presenting a positive image to client and colleagues.

### **PROFESSIONAL EXPERIENCE**

#### **Insurance Executive - Arpico Insurance, Sri Lanka (FEB 2024 – SEP 2024)**

- Efficiently handle and process claims while providing excellent support to policyholders. Negotiate settlement switch claims and ensure accuracy and compliance in all documentation. Assess new business applications to evaluate risk levels and determine profitable policies. Analyze historical data and market trends to refine under writing guidelines and reduce loss ratios. Possess a strong understanding of various insurance products, market conditions, and emerging risks.

#### **Customer Care Associate, IT Support & Help Desk - Continental Insurance Lanka Limited, (MAR 2022-JAN 2024)**

- Provide technical assistance to end-users by diagnosing and troubleshooting hardware, software, and system issues. Handle inbound customer calls, direct them to relevant officers, perform data entry, and make decisions based on customer needs. Offer training on applications, document interactions, resolve issues efficiently, and collect feedback to improve both customer satisfaction and user experience. Maintain a positive attitude, ensuring a smooth and effective service process.

#### **Junior Customer Relationship Executive - Belvantage (PVT) LTD, (JUL 2018–FEB 2022)**

- Managed medical-related calls, addressing patient inquiries and providing healthcare information. Ensured smooth communication between hospitals and patients, resolved issues efficiently, and maintained strong relationships with healthcare providers, prioritizing patient satisfaction.

#### **Customer Care Associate - SAKS Global (PVT) LTD, Sri Lanka (AUG 2017–JUN 2018)**

- Responsible for handling inquiries across phone, email, chat, and in-person interactions. Assisted with product/service information and issue resolution. Experienced in training customer service associates and delivering excellent customer service. Strong communicator focused on listening to customer needs, gathering feedback, and identifying areas for improvement. Played a role in growing the customer base through networking and service initiatives.

#### **Software Engineer - VTL Campus, Sri Lanka (JUN 2016-JUL 2017)**

- Skilled in HTML, JavaScript, and full-stack web development. Worked closely with cross-functional teams, including product managers, designers, and developers, to deliver software solutions. Analyzed complex problems and created innovative solutions. Collaborated with QA teams to identify and fix bugs. Responsible for end-to-end web app development and cloud engineering. Strong communication skills, with a focus on listening to user feedback for optimal functionality improvements.

**Software Engineer - Ranjith Senewiratne Associate (PVT) LTD, Sri Lanka (AUG 2015-MAY 2016)**

- Focused on developing web pages and social media platforms. Responsible for developing and maintaining GPS vehicle tracking and communication solutions. Analyzed complex problems and delivered innovative solutions. Worked closely with cross-functional teams to produce software solutions. Full-stack web developer handling end-to-end web app development and cloud engineering, with a strong focus on understanding project requirements and user needs.

**Trainee UI Engineer - Moresand LTD (UK), Sri Lanka (JUN 2014-JUL 2015)**

- A Trainee UI Engineer supports the design and development of user interfaces, focusing on enhancing user experience, implementing design principles, and learning front-end technologies under supervision.

**Customer Relation Officer - LB Finance PLC, Sri Lanka (APR 2013-MAY 2014)**

- Focused on enhancing customer satisfaction and fostering positive relationships. Managed customer inquiries, provided product information, and assisted with issue resolution. Engaged in business development activities to attract new clients and retain existing ones. Maintained accurate records of customer interactions and feedback, ensuring effective communication and follow-up. Collaborated with various departments to streamline processes and improve service delivery.

**CO-CURRICULAR ACTIVITIES & AREA OF INTERESTS**

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- Senior member of the college Sri Lanka Life Saving Club.
- Member of the School Table Tennis & Athletes Club.
- Member of School Prefect Board.