LAKSHITHA PERERA

IT SUPPORT

CONTACT

- pereralakshitha5@gmail.com
- Linkedin.com/in/lakshitha-perera-572874144
- +971557038478
- Sri Lankan
- Al Nakheel, Ras Al Khaimah, UAE

SKILLS

- HTML
- Cascading Style Sheets
- Bootstrap
- JavaScript
- Apache Server Configuration
- Google AdSense
- Google Analytics
- Linux OS
- Webmail
- Customer Relations
- Social Media Network Management

INTERESTS

- Coding
- Graphic Designing
- Social Media Content Creating
- Listening to Music
- Watching Movies

SUMMARY

Detail-focused and result-oriented IT support professional with extensive knowledge in troubleshooting IT-related issues and effective IT support skills. Dedicated, organized and self-motivated team player with strong written, communication, and customer service skills. Possess excellent web developing knowledge and skills gained from self-learning. Recently completed Google IT Support Professional Certificate - an intensive IT support program which helped me to expand my knowledge in depth.

EXPERIENCE

IT Support Officer   2020 – present
[Longwang Technologies LLC, Ras Al Khaimah, UAE]

- Networking
- Microsoft 365
- Software Installation
- Server Management
- MySQL
- Hardware Management
- SEO, SMM and PPC
- Troubleshooting
- Customer Service

IT Support Officer   2018 – 2019
[N.M.Seafood Exporters PVT LTD, Chilaw, UAE]

- Networking
- Microsoft 365
- Server Management
- CCTV Operation
- Hardware Management
- Client Support
- Troubleshooting
- OS Management

Cashier / Waiter   **2016 – 2018**
[Elevation Burger Restaurants LLC, Dubai, UAE]
- Resolve customer complaints, guide them and provide relevant information
- Greet customers who entering or leaving the store
- Appeal to impatient or irritated customers, especially during rush hours
- Operate cash machines and POS to calculate customers' bills.
- Provide the perfect service experience for every Guest
- Ensure the Guest feels important and welcome in the restaurant
- Serve the Guest in an accommodating manner
- Adhere to timing standards for products and services

EDUCATION

- **Diploma in Computer Science**   **2015 – 2016**
  [Sri Lanka Youth Services Authority, Chilaw, Sri Lanka]

- **GCE Advanced Level Examination**   **2013 – 2015**
  [St. Mary's College, Chilaw, Sri Lanka]

- **GCE Ordinary Level Examination**   **2010 – 2012**
  [St. Mary's College, Chilaw, Sri Lanka]

CERTIFICATIONS

- **Google IT Support Professional Certification**   **2021 – Feb**
  [Credential ID: B6JEQFB5F4NM]

References can be provided upon request