DILAN SACHINTHA MANAGE

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SUMMARY

Software Engineering graduate (BSc Hons) with nearly two years of practical experience in Level 1 and Level 2 application support, Linux/AWS cloud deployments, SQL database management, and corporate financial administration. Proven track record supporting a high-volume North American B2B SaaS platform and building, deploying, and maintaining multi-branch POS and ERP systems for local businesses. Combines hands-on technical troubleshooting, log analysis, and database query skills with a strong foundation in financial transaction reconciliation from Reliance Insurance Brokers. A reliable, detail-oriented problem solver accustomed to working both independently and with remote teams across international time zones and flexible shift schedules.

EXPERIENCE

Independent Software & IT Systems Contractor | NR Washing Plus & Local SME Clients | *December 2025 – Present*

- **Multi-Branch POS/ERP Deployment (NR Washing Plus – 3 Locations):** Designed, developed, and actively manage a custom online web and Electron desktop software system backed by a cloud SQL database across three commercial locations (Mattegoda Main Branch, Kottawa Branch, and Central Workshop), automating daily billing, order tracking, inventory, cashflow, and customer SMS updates.
- **Linux Cloud Hosting & Branch Networking:** Set up and maintain the production Ubuntu Linux server on AWS (configuring static IPv4 routing, DNS domains, SSL/HTTPS security, role-based staff permissions, and automated daily snapshots) and connected branch routers via wired Ethernet (LAN) and Wi-Fi, including local offline order queuing to keep counters running during internet drops.
- **Ongoing Technical Support & System Maintenance:** Serve as the primary point of contact via phone, AnyDesk remote desktop, and on-site visits to troubleshoot software, hardware, printer queue, barcode scanner, and network issues. Carry out quick workarounds during peak hours, inspect server logs and database records to fix root causes, deploy feature updates, and train branch staff using simple troubleshooting guides.
- **SME Hardware Procurement & System Setups:** Selected and installed branch desktop PCs, laptops, 80mm thermal receipt printers, 58x40mm barcode tag printers, and 1D USB barcode scanners. Currently handling hardware procurement and pre-deployment setup for upcoming local SME projects, including an RFID wristband and reader billing setup for a children's play center in Pannipitiya and mobile POS peripheral testing.

Junior Software & Application Support Engineer | NextIQtech, Inc. (Remote – FL, USA) | *April 2024 – May 2025*

- **Legacy SQL Database Modernization:** Worked closely with senior developers on legacy Microsoft SQL Server (MSSQL) databases to support the rollout of new internal search tools in PostgreSQL. Used DBeaver to write SQL queries and scripts that cleaned, standardized, and migrated historical customer profiles and claim records, resolving formatting mismatches and verifying record counts for accurate search results.
- **Level 1 Application Support & Ticket Triage:** Provided daily frontline support for a cloud-based B2B lost-and-found claim management SaaS platform serving North American enterprise clients. Logged, prioritized, and resolved incoming support tickets using the platform's built-in ticketing system and Slack alerts within target SLA response times while keeping client teams informed of progress.
- **User Account & Workflow Troubleshooting:** Confirmed user steps, reproduced reported issues across desktop browsers and tablets, applied known workarounds, managed user accounts and role permissions, handled password resets, and guided client staff through platform workflows.
- **Level 2 Support, Log Analysis & Escalations:** Monitored daily cloud system health on AWS, reviewed backend error logs, and supported external third-party integrations (shipping carrier APIs, automated email notifications, payment webhooks, and cloud storage). Inspected frontend requests, API responses, backend logs, and database records to isolate bugs, documenting reproduction steps and log findings to escalate code-level issues to senior developers and maintaining internal troubleshooting notes in Google Workspace.

Accounts Assistant | Reliance Insurance Brokers (Pvt) Ltd. | *February 2022 – June 2022*

- Entered, authorized, and confirmed corporate debit and credit note data in the company's internal financial system and Microsoft Office Suite (Excel, Word, PowerPoint), maintaining organized and accurate digital records.

- Handled daily commission reconciliations for major insurance partners, including Ceylinco General Insurance and LOLC Life, coordinating via phone and email with partner branches to verify policy settlements and preparing financial summary reports for senior management under tight daily deadlines.

Chess Coach | Individual Classes, Vidyakara Balika Vidyalaya & Royal College | *August 2018 – Jan 2026 (Part-time)*
- Planned training schedules, mentored students, and developed analytical problem-solving and communication skills.

EDUCATION

Bachelor of Science (Hons) in Software Engineering | Birmingham City University | *2022 – 2026*
- Completed full 530-credit (5,300 Notional Learning Hours) BSc Honours curriculum (affiliated with JIAT, Sri Lanka), achieving Second Class Honours (Upper Division). Coursework covered **Database Management Systems, Computer Hardware and Networking, Web & Business Component Development, Data Structures & Algorithms**, and **Cyber Law**. Achieved high Merits and Distinctions in **Empirical Approach for Business Behaviour Analysis (Business Process Management), Project Management, Software Testing & Quality Assurance,** and **System Analysis & Design** across UK Levels 4 & 5. Honours award officially confirmed by BCU Progression Board – Apr 2026.
- **UK Level 5: Professional Higher Diploma in Software Engineering** (ID: 51512384-01-1I6M)
- **UK Level 4: Professional Diploma in Software Engineering** (ID: 22798358-01-CIMN)

G.C.E. Advanced Level & Ordinary Level | Royal College, Colombo 07 | *2011 – 2020*
- Successfully passed G.C.E. A/L (Physical Science) and O/Ls. National level representation in Chess and Boxing and achieved national-level recognition (Won 2015-17 All Island School Championship) in Chess with provincial colours.

NOTABLE IT & SYSTEMS PROJECTS

- **Open-Source Enterprise Server Contribution (Eclipse GlassFish – Linux & CI/CD):** Diagnosed and resolved global CI/CD pipeline flakiness in the official Eclipse GlassFish repository by fixing an OS-level Linux socket allocation bug to guarantee port uniqueness (PR #26049), patched an EJB container crash using defensive Java validation (PR #26043).
- **Enterprise Banking & Healthcare Systems (BankingSystemEE & GlobeMed):** Built a concurrent Jakarta EE / MySQL banking platform enforcing strict financial ACID compliance, JTA Container-Managed Transactions, and read/write locking to prevent race conditions during financial transfers, containerized via Docker. Additionally developed a Spring Boot / AWS RDS PostgreSQL healthcare backend implementing CQRS and Apache Kafka event streaming.
- **TAXA – Enterprise L&D Assessment Portal (.NET & Cloud Auth):** Built a cloud-native B2B evaluation platform backed by Azure SQL and Entity Framework, configuring Single Sign-On (SSO) and role-based access via Microsoft Entra ID with automated Just-In-Time (JIT) user provisioning.
- **Retail Data Pipeline, IoT Hardware (AttendEase) & Field Research (Krushi-Connect):** Built a Python/SQLAlchemy data pipeline migrating CSV/Excel datasets into PostgreSQL for demand forecasting; created an ESP32 hardware attendance system connected to a web portal via REST APIs; and conducted authorized field research in Kiribbanwewa (Mahaweli Authority) to map supply chain workflows for an agricultural marketplace.
- **Technical Training & Video Series (35+ YouTube Episodes):** Scripted, recorded, and published two educational video series covering full-stack web development & Database Management Systems, demonstrating clear technical communication and user training skills. (View system architectures, diagrams, and links at: https://dilansachintha.xyz).

TECHNICAL SKILLS

- **Application Support & Troubleshooting:** Level 1 & Level 2 Application Support, Incident Triage & Escalation, SLA Compliance, Server & API Log Analysis, Workaround Execution, Internal Knowledge Base Documentation, Remote Support (AnyDesk).
- **Operating Systems, Cloud & DevOps:** Ubuntu Linux (CLI, SSH, System Services), Windows 10/11 Pro, AWS (Lightsail, EC2, RDS, S3, Automated Snapshots), Microsoft Azure, Docker, CI/CD Pipelines, Git/GitHub.
- **Databases & API Integration:** SQL (PostgreSQL, Microsoft SQL Server / T-SQL, MySQL), DBeaver, Legacy Data Migration & Validation, REST & SOAP APIs, Postman (API Debugging & Payload Inspection), Webhooks, JSON/XML/CSV Mapping.
- **Programming & Development:** JavaScript/TypeScript (Node.js, NestJS, React, Electron), Java (Spring Boot, Jakarta EE), Python, C# (.NET).

- **Networking & Hardware Peripherals:** Wired Ethernet (LAN) & Wi-Fi Router Setup, TCP/IP, DHCP, DNS, SSL/HTTPS, POS Terminals, Thermal Receipt/Label Printers, Barcode Scanners, RFID Readers.
- **Productivity & Collaboration Tools:** Slack, Google Workspace (Gmail, Meet, Docs, Sheets, Drive), Microsoft Office Suite (Excel, Word, PowerPoint), Jira, HubSpot Service Hub, Draw.io, Figma, Adobe Creative Suite.
- **Certifications & Continuous Learning:** Technical Support Fundamentals & Google IT Support Certificate (Google / Coursera), AWS Cloud Practitioner Essentials (AWS Training), Governance, Risk & Compliance (GRC) Essentials (PMI, 2026), Microsoft Security Essentials Professional Certificate (Microsoft, 2026), Introduction to Cloud Infrastructure (Microsoft, 2025), Oracle Cloud Infrastructure (OCI) Foundations; Financial Accounting Foundations (NASBA, 2026), HubSpot Service Hub Certification; Public Speaking & Presentation Skills (Toastmasters, 2026).

REFERENCES

- **Kanchana Herath** | Senior Director – Core Infrastructure, Millennium IT ESP - 48, Sir Marcus Fernando Mawatha, Colombo 7. | kanchanah@mitesp.com |+94 (0)77 3402274
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