

# NUWAN WICKRAMARACHCHI

SUPPORT ENGINEER



+358 41 7236350

contact@nuwanwick.dev

Emännäntie 10k 14, 40740  
Jyväskylä, Finland

www.nuwanwick.dev

## SKILLS

Intercom Slack Teams AnyDesk

TeamViewer Confluence Pipedrive

HTML CSS Javascript TypeScript

React Node Express GitHub

MySQL SQLite MongoDB

Fluency in English Troubleshooting

Customer Service Leadership

## EDUCATION

### MSC IN INFORMATION SYSTEMS

University of Jyväskylä

2023 - present

### BSC (HONS) DEGREE IN INFORMATION TECHNOLOGY

Sri Lanka Institute of Information Technology

2014 - 2018

## EXPERIENCE

### HEAD, SUPPORT TEAM

Assetowl

2020 - 2023

- Provided **technical support** to customers.
- **Automated** repetitive support tasks **with Python**.
- Oversaw customer data onboarding.
- Built a platform to enhance data onboarding.
- **Supervised** data team of **~ 8 staff**.
- Recruited and trained data team members.

### INSTRUCTOR

Sri Lanka Institute of Information Technology

2018 - 2018

- **Conducted practical lab** sessions.
- Evaluated student projects and assignments.

### SOFTWARE ENGINEER (INTERN)

Pension Department

2016 - 2017

- Developed **standalone applications using JavaFX**.

## ACHIEVEMENTS

- Earned [Hackerrank certification](#) as a **frontend developer** specializing in **React**.
- Becoming a **top-rated (top 10% of talent on Upwork)** employee in [Upwork](#).
- Achieving a **100% job success rate** and accumulating **over 4000 hours of work experience in Upwork**, all while collaborating with **teams globally**.
- Securing a 50% scholarship from the University of Jyväskylä.
- Successfully publishing final year research ([DOI: 10.1109/ICIIP.2017.8313795](#)) at the 2017 Fourth International Conference on Image Information Processing (ICIIP)
- Completing my Bachelor's degree with a second upper class and a weighted grade point average (WGPA) of 3.51.