Ruwanganath Ramanayake

Full Stack Developer & UX/UI Designer

Highly skilled full-stack developer, UX/UI designer, and customer service professional with expertise in front-end, back-end, web development, UX/UI design, and software development. Proficient in various graphic design tools and programming languages. Recognized for analytical problem-solving abilities, design acumen, and robust interpersonal skills. Possesses extensive experience in effective customer service, troubleshooting, resource, and people management across diverse IT sectors. A proactive and innovative individual motivated by a passion for instigating positive change in data systems and computer technology. Seeking opportunities to leverage IT and UX/UI design skills for organizational growth or contribute as a team player in customer-focused settings.

Contact

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LinkedIn

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Web

www.ruwanganath.com

Nationality

Australian

Professional Skills

- Full Stack Web, Mobile & Standalone App Development
- Database Management
- Code Optimisation and Use of SEO Techniques
- Familiarity With CRM and CMS Platforms and Frameworks
- Social Media Integration Trends
- Machine Learning / AI Techniques
- Blockchain Technologies
- Data Analytics & Visualisation
- UX/UI & Multimedia Design
- Digital & E-commerce Strategies
- Project Management
- Module, Third Party Package Management & Integration
- DevOps & Cloud Technologies
- Experience in Verbal and Written Communication, Testing & Bugs Fixing
- Strong Analytical & Problem-Solving Skills

Education

Master of Information Technology — 2020 - 2022
Software Engineering (Major)
Deakin University - Burwood, Australia

Bachelor of Information Technology — 2003 - 2005
CQU University - Melbourne, Australia

Diploma in Information Technology — 2001 - 2002
Kangan Institute TAFE - Broadmeadows, Australia

Diploma in System Analysis & Design — 1998- 2000
Business Administration & Management & IT
NIBM - Colombo, Sri Lanka

Experience

Full Stack Developer & UX/UI Designer — 2024 - Current
Lead Inovationz | Melbourne, Australia

- Conduct user research and gather requirements to inform the design process utilizing wireframing and prototyping techniques and create user-centric digital experiences that meet user needs and expectations.
- Blend UX/UI design skills with various development technologies to ensure a seamless integration of design and functionality in digital products.
- Develop responsive frontends and robust backend solutions for a wide range of applications, including web, mobile, and standalone platforms. Manage databases and optimize performance to ensure seamless deployment and user satisfaction.

Key Achievements:

- Acquired expertise in developing robust front-end and back-end solutions using various technologies, managing databases, and ensuring seamless deployment and performance optimization, all while prioritizing user feedback and fostering collaboration across design and development teams.

Customer Service Sales Specialist — 2022 - 2024
Bargain Car Rentals | Melbourne Airport, VIC, Australia

- Assist customers in renting and returning vehicles, addressing inquiries for a seamless experience.
- Manage reservations, provide comprehensive vehicle information, rates, policies, and finalize necessary documentation.
- Conduct vehicle return and inspection reports, ensuring safety standards adherence in fleet management.
- Upsell additional services like insurance packages, upgrades, or accessories; promote loyalty programs to boost sales and enhance customer satisfaction.

Key Achievements:

- Acquired expertise in enhancing customer satisfaction, generating revenue, improving processes, developing teams, and driving overall success within the customer service and sales domain of the car rental industry.

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Tech Expertise

- Languages & Platforms: C#, C/C++, PHP JavaScript, HTML, CSS/ SASS/ LESS, Python, SQL, Java, JSON, LINQ, NodeJS, XML, R, Java Kotlin, Solidity
- Frameworks & Architectures: ASP.NET & MVC, AngularJS, DJango, Bootstrap 4, .NET framework 4.5, 4.6 .NET Core MVC and Entity Framework, CakePHP, Node Express, RESTful APIs
- Js Libraries: jQuery, ReactJS, VueJS
- CMS: WordPress, Joomla, Drupal
- DB Management Systems: MySQL/ SQLite, Access, SQL Server, MongoDB
- DB Text & Code Editors: VS Code, Eclipse, CodeBlocks, NetBeans
- Code Sharing & Collaboration Tools: VS Code, Slack, Trello
- Source Code Management: Git
- Cloud Technologies: AWS, AZURE, GCP, IBM Cloud
- Web Servers: Apache, IIS
- Graphic Design Tools: Adobe Suite and Various Other Tools
- Website Speed Test & Other Development Tools: Google Chrome & Mozilla Firefox Dev. Tools, Postmaster, PLESK Hosting Management, MS Office Suite, R Studio, Various UML Design, Testing & Development Tools

Experience

Freelance Web Developer / Graphic Designer
Self Employed | Melbourne, VIC, Australia

2011 - Current

- Translate client visions into impactful digital experiences to deliver high-quality, customized solutions meeting client needs, and enhancing online presence/visual identity.
- Collaborate closely with clients, understand objectives, and craft visually appealing designs.
- Implement innovative solutions using diverse programming languages, tools, techniques, and frameworks
- Ensure functionality across browsers/devices, deliver responsive web solutions, and create visual materials (logos, branding, ads, digital/print media)
- Utilize technical expertise and creativity for user-friendly designs conveying brand messages

Key Achievements:

- Demonstrated expertise in diverse programming languages, frameworks, and design software, effectively leveraging technical skills to deliver high-caliber work across multiple concurrent projects, showcasing adaptability and versatility in meeting diverse client needs.
- Consistently garnered positive feedback and testimonials from clients for delivering timely, customized, and innovative solutions that surpassed their expectations. This success has contributed to the development of a diverse and notable portfolio, exhibiting a range of successful web development projects and visually captivating graphic designs.

Transport Industry - Owner Operator
Self Employed | Melbourne, VIC, Australia

2010 - 2020

- Ensure safe, efficient operation of commercial vehicle and passengers.
- Manage diverse operational and business facets to ensure enterprise success and compliance with regulatory standards in the transportation sector.

Key Achievements:

- Acquired expertise in maintaining safety, efficiency, compliance, and customer satisfaction while managing the operational and business aspects of the transportation services.

Software Engineer
Interlex Solutions | Ivanhoe, VIC, Australia

2008 - 2010

- Create functional and user-friendly software solutions or websites involving writing clean, maintainable code in languages like JavaScript, Python, Java, C#, or PHP, and implementing front-end interfaces (HTML, CSS, JavaScript) along with back-end logic (server-side scripting, databases) to ensure proper application functionality.
- Conduct tests, identifying and resolving software defects, debugging issues, and ensuring software applications or websites operate error-free in secured environments and are optimized for performance.
- Work in a team environment, collaborating with other developers, designers, and stakeholders, and effectively communicating technical concepts to non-technical team members.
- Keep up-to-date with new technologies, tools, trends, and best practices in software development, and continuously improve skills to enhance performance and efficiency.
- Manage project timelines, tasks, and priorities efficiently using various project management methodologies such as Agile, and Waterfall.

Key Achievements:

- Demonstrated expertise in creating and maintaining software applications or websites, requiring a blend of technical expertise, problem-solving skills, creativity, and collaboration within a team environment.

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Experience

Assistant Manager   **2006- 2008**

BP | Tarneit, VIC, Australia

- Play a pivotal role in supporting the Manager across all facets of maintaining the retail convenience and gasoline facility, assuming full operational duties including striving to maximize sales and profitability through strategic pricing initiatives in their absence.
- Contribute to merchandising efforts, efficiently managed inventory, and controlled expenses, and oversaw operational costs and shrinkages.
- Participate in the training and development of Customer Service Representatives (CSRs), ensuring a high standard of service and operational excellence.

Key Achievements:

- Consistently maintain a positive attitude, continually motivated and dependable, with the ability to work weekends, holidays, and varying shifts in a fast-paced environment, while maintaining total customer focus.

Customer Service Sales Representative   **2004 - 2006**

Caltex | Craigieburn, VIC, Australia

- Consistently deliver exceptional customer service, actively promoting loyalty programs and managing emergency procedures while ensuring adherence to safety protocols.
- Maintain a hygienic environment across various areas, conducted inventory checks, managed food labeling and stock replenishment, adhered to operational procedures during stock deliveries, and communicated effectively within the team and with the manager regarding safety and operational matters.

Key Achievements:

- Maintained consistent commitment to excellent customer service to ensure smooth operations and customer satisfaction, Adherence to safety and operational protocols, efficient inventory management, and effective communication skills.

Reference   (Further reference available on request)

Mr. Tyronne Fernando   **Mr. Rasika Guruge**
[Managing Director]   [Chief Medical Officer/ Supervisor]

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