

Trevin Yasin Nimaladasa

Aiming to enhance and optimize the delivery of ICT products and services through implementation of industry best practices, compliance with international standards and excellence in end-to-end delivery management.



yasin@nimaladasa.org

+ 94 77 283 3377

Moratuwa, Sri Lanka

yasin9113

Work Experience, Projects and In-Office Initiatives

04/2017 – Present

Moratuwa, Sri Lanka

Service Delivery Manager

Mitra Innovation Limited

- E2E accountability for overall support strategy & day-to-day operations for enterprise clients in BAU support. KPIs include Revenue, Profit margin, Client satisfaction, Process maturity and People retention.
- Senior client stakeholder management and partner development.
- Ensuring successful delivery of support projects through thorough planning, monitoring and control.
- Risk and Quality Management of Enterprise Support Projects
- Resource Capacity Planning, Human Resource Management, Technical and soft-skill Training Management.
- Service Delivery and Programme Management of DevOps, ITOps and Compliance projects (Service Desk, ITIL®, ISO9001, ISO27001).
- Draft and compile SoWs, contracts for support client engagement.
- Defining support sales, go-to market plans and operational strategies.

11/2013 – 03/2017

Colombo, Sri Lanka

Consultant (Support & ITSM Projects)

Totalamber / WebQuarters

- E2E Project Management and BA role SAP Hybris C4C Implementation and Integration with Microsoft Dynamics NAV 2009, training and rollout.
- Project delivery, data reconstruction and migration, implementation, customization and maintenance of SysAid Enterprise ITSM secure implementation on Microsoft Azure & On-Premise Hybrid cluster.
- Project delivery, architecture design and maintenance of customized API solution to build a middleware to extend integration capability of SysAid Entp. ITSM to support ServiceNow, ManageEngine and Remedy.
- Coordination of Level 1, 2 and 3 Technical / Functional investigation, resolution and triage of support tickets and support client / stakeholder management of IFS®, Infor, Microsoft and SAP ERP & CRM clients.
- Define goals, set objectives, monitor and control KPIs of support teams.

Education & Extra Curricular

2009 - 2013

BSc(Hons) in Business Comm's and Information Systems

University of Wales, Cardiff UK via Gateway Graduate School

2008 - 2010

G.C.E. Advanced Levels (Edexcel, UK)

Gateway College, Colombo

- Business Studies, Economics. Applied ICT
- Founder, Charter Secretary and 2nd President of Interact Club
- Sri Lankan rep. for World Press of Indian Model UN, New Delhi

1998 - 2007

G.C.E. Ordinary Levels

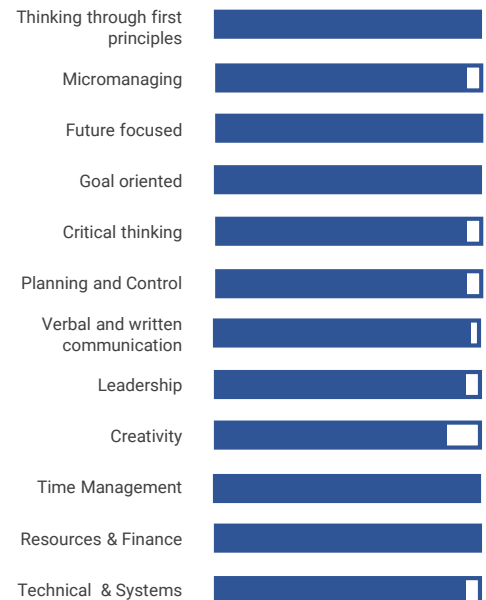
Prince of Wales College, Moratuwa

- Director of Community Service and Intern'l Understanding - Interact
- VP. – ICT Club, Western Band, Science, English and Sinhala Literary associations.

Industry Exposure

Oil & Gas | Aerospace & Defence | Automotive Energy | Utility | Food & Beverage | Healthcare Pharmaceutical & Life Sciences | Manufacturing & Distribution | Maritime & Logistics

Skills & Competencies



Achievements & Certificates

AWS Business Professional 2016

AWS TCO and Cloud Economics

ITIL® v3 2011 Foundation Certificate in IT Service Management (87.5%)

SQL Fundamentals

SoloLearn - License 1060-1106550

IELTS™ G.T. Overall Band – 8.0

(Reading 8.5, Writing 7.5, Speaking 8.0, Listening 8.5)

Languages

English | Sinhalese

Interests

Technology | Sustainability | Management and Information Systems | Music | Reading | Cookery Product innovation | Life Sciences

References

Can be provided upon request OR can be seen on my [LinkedIn](#) Recommendations.