Shakila Perera

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OBJECTIVE

Seek to work in an environment that will challenge me further, while allows me to contribute to the continued growth and success of the organisation and allows me to grow professionally while being able to utilize my skills for the betterment of the organisation with the best use of my dedication, determination, and resourcefulness.

WORK EXPERIENCE

Salpo Technologies (PVT) Ltd   2019 — Present

Business Consultant - Operations

- Act as a communicate channel betweem operation team & engineering team.
- Reseach and understading the market trends.
- Coordinate the training needs of the team.
- Directly communicate with the UK team on product specifications.
- Work with UK team for updates or implementing new technology.
- Create tickets on JIRA and assign them to the engineering team for investigation.
- Reporting and attending to Operations meeting.
- Provide organisational details and relevant requests to the engineering) team.
- Provide ideas, feedback and validation on day-to-day administration features, through the team members to product & engineering.
- Detecting issues and investigating ways to resolve them.
- Implementing agreed solutions.
- Creating & updating WIKI pages.

Sysco Labs - Sysco Corporation   2013 — 2019

Menu Consultant

- Implement new features & ideas to the team.
- Directly communicate with the US team on day-to-day tasks.
- Review menus for quality, adherence to menu encoding guidelines, and recheck on the menus before handing it over to the US menu consulting.
- Administrated work queue assignment via Salesforce by distributing daily tasks among the team, following up on the progress & releasing cases back to the United States.
- Maintaining and updating daily-work status on the team tracking sheet.
- Perform online account creations (On-Boarding) & online menu creations, online ordering menu review, edits, and publishing.
- Work with US team for updates or implementing new technology.
- Ensure timely delivery and adherence to SLA's for the team that includes Point of Sales (POS) menus for the US and Sri Lanka and guest manager floor plans.
- Conduct menu consultations with local restaurant operators.
- Worked on OLO menu session manual migration.
- Manual and SuperAdmin menu data cloning.
- Raise tickets on JIRA and assign them to the engineering team for investigation.
- Created and modified WIKI pages with team guidelines.

- Coordinate the training needs of the new team members and existing team members and organiser refresher training for the team members.
- Reporting and attending weekly Sri Lanka Operations meeting.
- Monthly meeting: update to engineering.
- Bi-Weekly meeting: Menu team (US & SL), Bi-Weekly meeting: Implementation team (US & SL).
- Provide organisational details and relevant requests to the menu programming (engineering) team.
- Provide ideas, feedback and validation on day-to-day menu administration features/capabilities of the menu core platform, through the team members to product & engineering.
- Introduction in the menu team workflow at the company new staff orientation session.
- Cross-training for App Support & Sri Lanka Support.

Dias Engineering   2008 — 2013
Business Consultant

- Business Administration and contract administration.
- Developing and supporting the development of the design, Following through on inquiries and projects to ensure completion.
- Maintaining sanctity by not accepting any amount of commissions in the delivery materials.
- Detecting issues and investigating ways to resolve them.
- Defining business requirements and reporting them back to stakeholders.
- Reporting and pricing.
- Work with government parties (Road Development Authority).

EDUCATION

Master of Business Administration   2016 — 2018
Cardiff Metropolitan University - United Kingdom

G.C.E Advanced Level   2004 — 2006
All Saints College - Sri Lanka

Microsoft Office   2004 — 2004
Russian Center School of Informatics - Sri Lanka

SKILLS

- Training & Development / People Management.
- Proficiency in Microsoft Office.
- Leadership skills / Motivational skills / Conflict Resolution.
- Fast learning skills / Ability to work under pressure.
- Excellent listening skills / Teamwork skills.
- Multitasking skills / Self-motivation.
- Demonstrated time management skills.
- Database management.

REFERENCES

References available upon request.