

**VIJENDRAM SARATHKUMAR** B.Sc. (HONS) Computing UK  
(Willing to accept any IT related or IT project management related opportunity in UAE)

[vsarathkumar25@gmail.com](mailto:vsarathkumar25@gmail.com) | 0554730752 | 1993.02.18 | LinkedIn - <https://www.linkedin.com/in/vsarathkumar/>

Flat No 807, Door 1 Building, Al Nahda 1, Dubai, United Arab Emirates

PERSONAL BACKGROUND

- ✓ 29 years old Sri Lankan Tamil native, dedicated IT & Project management professional with 09 years of experience in IT industry (SaaS & e-commerce).
- ✓ Eager to apply ROI maximization skills, also managed a process re-engineering project to improve and consolidate end-to-end service processes; restructured communication flow among 10 departments and cut down paperwork by 75%.
- ✓ Application optimization reduced API rendering time which caused a 20% increase in sales and customer complaints reduced by 5%.
- ✓ Managed a group of 7-member cross-functional Development team, 12 internal and external relationship teams, and coordinated with 6 business unit partners toward the successful launch of an O2A e-commerce platform.
- ✓ Managing software developing life cycle and applying software development methodologies, and object-oriented programming concepts. Working hours are average 40 hours per week
- ✓ Now looking for a new and challenging related position, one which will make best use of my existing skills and experience and further my development.

EDUCATION QUALIFICATION

- ✓ BSc (Hons) in Computing – 2nd Class Upper – Wrexham Glyndŵr University - 2021
- ✓ Higher Diploma in Computer Science (HDSC) – General Pass - Infortec International Asia Campus (IIAC) - 2018
- ✓ Microsoft Certified Hardware Engineering with Networking – Distinction - IT Turnkey Institute - 2015
- ✓ Hindu College Colombo 04 - 2012 – Advance Level
- ✓ Hindu College Colombo 04 - 2009 – Ordinary Level

CURRENT WORK EXPERIENCE

- ✓ Product Owner (Retail Hub) – Coordinator – Distribution Product Planning & Development - National Sales – Dialog Axiata Plc – Sri Lanka - January 2019 – September 2022

Duties & Responsibilities

**Retail Hub Development**

- Responsible for innovation and end-to-end launch of product
- Develops, owns, and executes product roadmap
- Partners with stakeholders, cross functional teams, and end users across the organization to inform the product vision, strategy, features, and prioritization
- Translates product roadmap features into well-defined product requirements including features, user stories, and acceptance test criteria
- Prioritizes and maintains the sprint backlog for assigned products, balancing the requirements of stakeholders
- Defines and executes go-to-market plan
- Once the product/feature is deployed at end users, solicit user feedback, report software bugs, and pass these on back to software engineering team for subsequent build / release cycles, as the product stabilizes, and then matures

**Periodical review for areas to improvements**

- Lead the team to provide technical guidance to optimize the solution and the implementation approach
- Identification of process which could be digitized and to develop into efficient processes under the sales operations
- Research and identify methods to continuously improve the current developed platform and perform competitive analysis as to how this platform is behaving in the market to identify the gaps & improvements

- Solicit more features and benefits from the users of product, users of competitive products, and from analysts and craft / produce these requirements for subsequent product build / release cycles and pass them on to the software engineering team

### **Project Management**

- Works in an Agile environment and continuously reviews the business needs, refines priorities, outlines milestones and deliverables, and identifies opportunities and risks and mitigating factors
- Act as the Product lead for agile activities and other external vendors in order to deliver identified product features
- Work closely with development team in developing the new system developments and system modifications as per the requirements

### **App performance / Adoption / Progress monitoring**

- Develops and maintains appropriate tracking and reporting of product performance post-launch to evaluate future investment. Profitability and efficiency contribute to the target revenue of LKR Mn 92,481 (2022)
- Automate them and make available for all stakeholders including Senior Management

### PREVIOUS WORK EXPERIENCE

- ✓ Engineering Executive (Lead Customer Support) - L1 & L2 Customer Support Center – Customer Resolution Center - Dialog Axiata Plc – Sri Lanka – January 2016 to December 2018
- ✓ IT Executive - Mar 2015 – Jan 2016 - Unilever Ltd – Sri Lanka
- ✓ Data Entry Officer - October 2013 – July 2014 - Janashakthi Insurance (Plc) – Sri Lanka
- ✓ Data Entry Operator - April 2012 – January 2013 - Sanjay Lanka (Pvt) Ltd – Sri Lanka

### CORE SKILLS

- Tools & Technologies: SQL server management studio, JIRA, Confluence, Outlook, MS Office Packages, Firebase, Adobe Photoshop, GA 360, Tableau, KAFKA, MIFE API.
- Extensive knowledge of Microsoft Office Suite (Outlook, Excel, Word, PowerPoint)
- Proficient in Agile software development methods.
- Strong communication skills & Digital Adoption.
- The ability to work under pressure and adapt to change.
- The ability to balance customer needs against the company’s vision.
- Excellent time management skills.
- Strong writing skills to create reports about target markets and product opportunities.
- Ability to synthesize complex data into actionable goals.
- Critical thinking skills to recommend original and productive ideas.
- Interpersonal skills to work collaboratively.
- Requirement Gathering, Client support, and UAT coordination
- Experience in international teams meeting conduction for the user journey explanation.

### ADDITIONAL INFORMATION

- Special honor award for NGDMS project - Nov 2015 - Unilever Sri Lanka
- Service from my heart HERO (Silver Award) – Oct 2019 – Dialog Axiata PLC
- Service from my heart HERO (Gold Award) – Oct 2021 – Dialog Axiata PLC
- Graphical Programming Knowledge: Adobe Lightroom, Adobe Photoshop, Adobe Premier Pro
- Languages: English (Professional) & Tamil (Native)
- Hobbies: Hiking & Camping, Mobile Photography and editing for social media.

### NON-RELATED REFEREES

Name: Mr. Charles Blessing  
 Designation: Assistant Manager – IT Support  
 Company: RakBank – Dubai UAE  
 Contact: +971 556530408  
 Email: [Charles.blessing@rakbank.ae](mailto:Charles.blessing@rakbank.ae)

Name: Manahara Wijeyawickrama  
 Designation: Senior General Manager - Channel Planning & Control and CVM - Channel Planning & Control  
 Company: Dialog Axiata PLC  
 Contact: +94 777336962  
 Email: [manahara.wijeyawickrama@dialog.lk](mailto:manahara.wijeyawickrama@dialog.lk)