

W.M.D.L.W.BANDARA

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CAREER OBJECTIVE

Seeking a challenging position within a dynamic organization where I can leverage my extensive technical skills, advanced troubleshooting abilities, and passion for customer service to contribute to the success of the team. Committed to continuous professional development and eager to mentor junior technicians to enhance their technical proficiency and knowledge.

SUMMARY

Experienced Technician with over 23 years of senior-level expertise in printers, projectors, and photocopiers. Highly skilled in troubleshooting, repair, and maintenance. Deep knowledge of hardware, software, networking, and data security. Proven leadership abilities and a commitment to continuous learning. Dedicated to providing reliable and exceptional service.

SKILLS

Hard Skills

- Expertise in troubleshooting and repairing printers, projectors, and photocopiers
- Proficient in installing and upgrading firmware and software
- Strong understanding of electronic and mechanical components
- Excellent technical support and customer service skills
- Advanced Troubleshooting
- Hardware and Software Knowledge
- Repair and Maintenance Expertise
- Networking and Connectivity
- Equipment Testing and Calibration
- Data Security and Privacy Documentation and Reporting
- Equipment Installation and Configuration

Soft Skills

- Effective Communication
- Teamwork and Collaboration
- Leadership
- Decision Making
- Problem Solving
- Analytical Thinking
- Adaptability and Flexibility
- Time Management
- Organization
- Attention to Detail

WORK EXPERIENCE

Freelance Technician | 2019 – Present

- **Troubleshooting:** Diagnosing and identifying issues with printers, projectors, and photocopiers based on customer complaints or error messages.
- **Repairing and servicing:** Performing repairs, maintenance, and servicing on printers, projectors, and photocopiers to ensure they are functioning properly. This may include replacing parts, cleaning mechanisms, and calibrating settings.
- **Upgrading and installing:** Assisting customers with upgrading their devices, such as installing new firmware or software updates, adding additional features, or replacing outdated components.
- **Providing technical support:** Offering technical assistance and guidance to customers over the phone, email, or in person. This can involve troubleshooting issues remotely, providing step-by-step instructions, or offering recommendations for resolving common problems.

Product Specialist | 2006 – 2019, Debug Computer Peripherals Private Limited, Sri Lanka

- Developed a deep understanding of computer peripherals in the role of a Product Specialist at Debug Computer Peripherals Private Limited.
- Provided technical support to customers, both pre-sales and post-sales.
- Conducted thorough product testing and evaluation to identify potential issues and limitations.
- Delivered training sessions for internal teams on product knowledge and usage.
- Stayed informed about market trends, competition, and customer preferences related to computer peripherals.

Senior Technician | 2003 – 2006, Silicon Private Limited, Sri Lanka

- Diagnosed and resolved complex issues with printers, projectors, and photocopiers, utilizing advanced troubleshooting techniques and in-depth technical knowledge.
- Conducted advanced repairs and component replacements to address intricate problems and ensure the proper functioning of the devices.
- Assisted in the development and implementation of maintenance procedures and protocols to optimize the performance and longevity of the equipment.
- Collaborated with cross-functional teams, such as product development and engineering, to provide insights and feedback for product improvements based on customer feedback and field experience.
- Acted as a subject matter expert, providing training and mentorship to junior technicians to enhance their technical skills and knowledge.

Technician | 2000 – 2002, Neat Lanka Private Limited

PROFESSIONAL QUALIFICATIONS

Technician Course – 2017, Kyocera Training Center (Malaysia)

Technician Course – 2015, Kyocera Document Solution, Center (Singapore)

Technical Education & Training Course – 1999, Department of Technical Education & Training

EDUCATION

G.C.E. Advanced Level (A/L) – 1997, Department of Examinations - Sri Lanka

PERSONAL DETAILS

Date of Birth: 24th April 1978

Gender: Male

Marital Status: Married

Nationality: Sri Lankan

LANGUAGES

- English - Working Proficiency, Sinhala - Native

REFERENCES

Available Upon Request.