Nipuna Niranjana Gamage

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01st January 2025

Human Resources

Dear Hiring Manager,

I am writing to express my interest in the Technical Project Manager position, as advertised. With a strong background in web development project management and a proven track record of leading successful projects, I am excited about the opportunity to contribute to your team's goals of creating exceptional web experiences.

In my current role as a Technical Project Manager at i4TLabs, I have successfully led the development and launch of SaaS applications, ensuring on-time delivery and compliance with stringent quality standards. My experience includes managing cross-functional teams of designers and developers, aligning project objectives with company goals, and ensuring seamless communication with stakeholders. I have advanced knowledge of web technologies such as HTML, CSS, and JavaScript, and I have effectively utilized agile methodologies to enhance project efficiency and team productivity.

Key highlights of my qualifications include:

- Bachelor's degree in Software Engineering and a Master's degree in Software Engineering from the University of Kingston, London.
- Extensive experience in managing web development projects, with a focus on aligning stakeholder expectations, resource management, and budget control.
- Proficiency in project management tools such as Jira, Confluence, and ClickUp, and a solid understanding of web technologies including PHP, React, and Node.js.
- Strong leadership skills, with a focus on motivating teams, mitigating risks, and ensuring that projects are delivered on time, within scope, and to the highest quality standards.

I am particularly drawn to this role because of the opportunity to lead innovative application development projects and collaborate with a talented team of professionals. I am confident that my technical expertise, project management experience, and commitment to delivering exceptional results make me a strong fit for this position.

Thank you for considering my application. I look forward to the possibility of contributing to your team and helping to drive the successful execution of your projects. Please feel free to contact me at +94 77 5417 390 or via email at niranjana21283@gmail.com to schedule a discussion.

Warm regards,

Nipuna Niranjana Gamage

NIPUNA NIRANJANA GAMAGE

TECHNICAL PROJECT MANAGER

Wattala, Sri Lanka | + 94 77 5417 390 | niranjana21283@gmail.com | **in** LinkedIn | UX UXDPrinciples.com | Portfolio

Technical Project Manager | Certified Scrum Master | Technical Product Manager | Process Automation Specialist

PROFESSIONAL SUMMARY

Results-driven Technical Project Manager with over 5 years of experience in leading high-impact projects across Fintech web applications, SaaS solutions, and customer service. Expertise in managing complex projects from inception to completion, with a strong focus on aligning initiatives with strategic goals, managing resources, risks, and budgets, and driving continuous process improvement. Proven ability to collaborate with stakeholders, conduct thorough application audits, and ensure compliance with standards such as ISO 27001. Demonstrated skills in business analysis, solution delivery, and enhancing user experiences for global clients, coupled with a background in customer service, due diligence, and digital design. Committed to excellence and innovation, with a keen attention to detail and a focus on delivering exceptional results.

EDUCATION

🏆	Master of Science in Software Engineering, University of Kingston, London - **Distinction**	2021 Jan – 2023 Feb
🏆	Bachelor of Science in Software Engineering, PCJT	2015 Sep – 2019 Dec
🏆	Cisco Certified Network Associate Training	2019 Feb – 2019 July

PROFESSIONAL EXPERIENCE

Technical Project Manager | SaaS Application Development   **i4TLabs Mar 2024 - Present**

Key Achievements:

- Successfully led the conversion of a bespoke Field Service Management application to a SaaS solution, ensuring on-time, within-budget delivery, and compliance with ISO 27001 guidelines.
- Conducted comprehensive risk analysis, defined project scope, deliverables, and roles, and maintained clear communication with stakeholders, ensuring seamless project execution.
- Efficiently allocated and monitored resources using Jira integrated with Tempo, delivering three major releases on schedule, and designing processes to monitor and control budget, risks, and resources.
- Evaluated and implemented technological options, monitored project progress and system health using SonarQube, and developed delivery dashboards for transparent project reporting.
- Ensured compliance with **ISO 27001** policies, executing security activities and recommending solutions for non-compliance issues.

Web Production Manager | Digital Product Management   **HSBC May 2023 - Feb 2024**

Key Achievements:

- **Web Application Management:** Spearheaded the management and optimization of web applications across HSBC's GPS, including HSBC.com and the Intranet, enhancing accessibility and performance.
- **Investment Case Delivery:** Successfully drove the delivery of multiple investment cases related to application releases and UX initiatives, ensuring timely and effective solution delivery.
- **Stakeholder Coordination:** Collaborated with program managers and key stakeholders to develop solution delivery plans, providing leadership and oversight throughout the development cycle.
- **Risk & Dependency Management:** Managed risks and dependencies across teams, ensuring smooth execution of investment cases and continuous improvement of web metrics.
- **Client Requirements & SLA Achievement:** Ensured DPS met client requirements and achieved SLAs through effective project management, incident management, root cause analysis, and risk mitigation.

Web Production Officer I Subject Matter Expert | Automation Specialist   **HSBC Jun 2020 – Apr 2023**

Key Achievements:

- **Investment Case Delivery:** Collaborated with senior program managers to deliver investment cases and UX initiatives, developing solution delivery plans and ensuring adherence to timelines and quality standards.
- **Testing & Quality Assurance:** Served as Co-Lead on HSBC.com testing, overseeing System Integration Testing (SIT), User Acceptance Testing (UAT), Deployment Testing, and Disaster Recovery Testing to ensure comprehensive application quality.
- **Accessibility & Audits:** Conducted accessibility audits using NVDA and Wave, and performed application audits covering SEO, quality assurance, and overall performance.
- **Training & Mentorship:** Provided training and mentorship to new team members, contributing to their development and integration into the team.
- **Design & Presentation Support:** Supported the design team in creating presentations for business partners, enhancing communication and stakeholder engagement.

Project Manager | Digital Marketing - (Part-time Contract Basis)   **IPlay Feb 2021 – May 2023**

Key Achievements:

- **Client Collaboration:** Successfully managed projects for clients including MSI, ViewSonic, CODASHOP, SINGER, and ARPICO, ensuring smooth onboarding and alignment with client objectives.
- **Business Analysis & Project Planning:** Conducted thorough business analysis and developed detailed project plans, aligning project activities with organizational goals.
- **Cross-Functional Communication:** Facilitated effective communication and collaboration among development, design, and quality assurance teams, fostering a cohesive working environment.
- **Process Improvement & Best Practices:** Actively contributed to continuous process improvement initiatives and the development of best practices within the business analysis domain.

TECHNOLOGIES AND TOOLS

- **Languages:** Java, Python, HTML, CSS, JavaScript, XML, SQL
- **Tools and software:** Jira, Confluence, ClickUp, Adobe XD, Storybook, Git, GitHub, Microsoft Excel, Tableau, PowerBI, Google Analytics, LookerStudio, Microsoft Teams, Zoom

PERSONAL PROJECT

UXDPrinciples.com | UX Writer | Publishing as Nipuna Gamage   **UXD Principles** June 2023 – Jan 2024

- Published a series of articles on UX principles on www.uxdprinciples.com, reaching 2000 monthly readers.

- Demonstrated expertise in the following topics through in-depth articles and case studies:
  - Digital Product Accessibility
  - Net Zero UX
  - Fintech UX
  - Usability Testing and Research
  - User-Centered Design
  - Interaction Design
  - Information Architecture
  - Mobile App UX

SKILLS: • Web Content Accessibility Guidelines (WCAG) • FinTech • User Experience Design (UED) • Agile Project Management • Digital Product Development

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Digital Designer | UX Designer   **HSBC Feb 2019 – May 2020**

Key Achievements:

- **Design & Branding:** Created and developed designs across cross-platform applications while adhering strictly to HSBC's brand design guidelines, ensuring high-quality and consistent output.
- **Client Documentations:** Produced tailored documentations and illustrations for clients in the global banking sector, effectively translating client needs into visually appealing and impactful designs.
- **Dynamic Visuals:** Developed dynamic charts, tables, diagrams, and infographics to enhance communication and presentation of complex information.
- **Global Collaboration:** Collaborated with colleagues and clients across the globe, maintaining effective communication and ensuring design requirements were met.

Customer Service Executive for Banking Operations   **HSBC Feb 2017 – Jan 2019**

Key Achievements:

- **Customer Service Excellence:** Delivered exceptional service by addressing customer inquiries and resolving issues promptly and professionally, enhancing overall customer satisfaction.
- **Account & Transaction Management:** Managed customer accounts and transactions with precision, ensuring accuracy and compliance with regulatory standards.
- **Process Improvement:** Collaborated with cross-functional teams to identify and implement process improvements, contributing to operational efficiency.
- **Training & Development:** Actively participated in training and coaching programs, improving customer service skills and supporting the development of team members.

Client Due Diligence Analyst   **HSBC Aug 2016 – Jan 2017**

Key Achievements:

- **Due Diligence & Risk Identification:** Conducted comprehensive due diligence checks on new and existing HSBC customers, identifying potential risks and ensuring compliance with regulatory standards.
- **Data Analysis & Collaboration:** Collaborated with cross-functional teams to gather and analyze customer data, contributing to a detailed understanding of client profiles.
- **Risk Mitigation Recommendations:** Provided actionable recommendations for risk mitigation based on thorough due diligence findings, enhancing overall risk management strategies.

CERTIFICATIONS

- Certified Scrum Master, ScrumAlliance
- IT Automation with Python, Google Career Certifications, 2024
- UX Design, Google Career Certifications, 2024 Dec
- Project Management, Google Career Certifications, 2024 Dec
- Data Analytics, Google Career Certifications, 2024
- Six Sigma Yellow Belt, 2022
- Computer Aided Designing and Drafting, CADD Centre Lanka

SKILLS

- Strategic Program Management
- Effective Communication and Collaboration
- Leadership and Teamwork
- Agile Methodologies
- Cross-Team Coordination
- Design and UX Integration
- Strategic Planning and Goal-Driven Decision Making
- Project and Development Life Cycle Management
- Tools and Analytics Proficiency
- Continuous Learning and Adaptability