Contact

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Address
Davie, Florida

Education

Bachelor of Science in Physics
University of Texas at Arlington

Highschool :
Bishop's College
Sri Lanka

Expertise

- Microsoft office suite
- Microsoft Business Central
- Project management
- Salesforce
- ERP analyst
- Tableau & Power BI

Knowledge in :
- SQL
- Asana
- Power BI
- Jira/Trello
- Shopify/xero integration
- Pro Engineer software

Languages

- English
- Sinhala

Organizations

- American Institute of Aeronautics & Astronautics
- University of Texas at Arlington - Society of Physics Students / Women in Physics

ONELLA PERERA

Tech enthusiast with 7 years of experience in customer-facing roles, specializing in customer onboarding, business analytics, and corporate tech sales. Skilled in client relationship management, project management, and following the SDLC. Proficient in facilitating requirements gathering, resolving issues, and collaborating with multiple stakeholders.

Experience

DreamFields Brands LLC - Systems Analyst (Miami, FL)

01/2024 (Florida)

- Led the integration of multiple ERP systems with Microsoft Dynamics BC, streamlining operations and improving efficiency.
- Managed projects using Asana, enhancing collaboration and ensuring on-time delivery of milestones.
- Gathered and analyzed business requirements from finance and accounts teams, aligning projects with organizational goals.
- Conducted data analysis and predictive forecasting to support strategic decision-making and optimize workforce management.
- Integrated Jet Reports, Power Automate, Shopify, RAMP, Stampli and Order.co with Microsoft Dynamics BC, improving business processes and customer service metrics.
- PM data warehouse projects while intigrating Microsoft Profisee, ensuring data integrity and accessibility. Managed deployment and documentation
- Ran Power BI reports for finance and accounts teams, creating visualizations for financial analysis and strategic planning.
- Utilized Excel and SQL for data analysis, delivering actionable insights to improve business outcomes.
- Applied customer service principles to enhance satisfaction and drive growth, collaborating with BPO vendors i,e Velasio, to manage global workforce dynamics.
- Presented data-driven insights to stakeholders, utilizing strong communication and presentation skills.
- Worked independently and in cross-functional teams, contributing to the success of projects and initiatives.

Overseas Cargo INC - Business Systems Analyst (Miami, FL)

03/2022- 01/2024 (Florida)

- Help design & provide support for Rapid Link (In-house Logistics and warehousing application), WMS and integrated software applications.
- Perform daily QA checks to test efficacy of feature changes along with bug tracking on all applications with post-resolution follow-ups to ensure problems were adequately resolved
- Create problem tickets from users to resolve application and software issues within servers, databases & systems.
- Serve as a liaison and manage projects between offshore developers/SME and daily users supporting the development and implementation of new features and streamlining while ensuring system stability.
- Documented end user identification information. Prioritized areas requiring enhancements and defect resolution. Recorded, tracked the entire problem-solving process, including decisions and actions taken while analyzing trends to identify opportunities for preventing repeated future problems.
- Created and maintained a knowledge base for new updates , FAQs, and SOP's within the system.
- Run reports and visualizations for inventory, exports and shipment tracking for stakeholders to strategies for meeting current goals and future objectives.
- Help facilitate upgrades to UAT and feature reviews with stakeholders, ensuring communication to guarantee a smooth transition and alignment with project goals.

CIN 7 PTY LTD- Implementation Specialist. (CO,USA |Auckland, NZ)

04/2021-12/2021(Colombo 2, Sri Lanka)

- Onboard customers & develop trusted customer relationships through professional, reliable and authentic interactions.
- Fielded incoming customer tickets to resolve application/system issues.
- Create scoping documents and plans to ensure project delivery and solution integration
- Assist with efficient data transfer, while providing best possible workarounds and practical solutions for the customer's process while creating technical documentation for the company's self-service knowledge base.
- Guide clients through installation of additional software or applications to assist with integration of the purchased product. i.e. : Xero, QuickBooks, Shopify, DEAR API
- Provide support and guidance to customers for resolutions of technical issues encountered during the implementation and onboarding process
- Test efficacy of the implementation process against performance objectives for the solution.
- Work with the development team on client functionality/software change requests and coordinate implementation.

Exetel Communication Pty Ltd - Account Manager (Corporate sales)
01/2016 - 04/2021, (Colombo 9, Sri Lanka)
- Boosted sales numbers whilst exceeding sales goals through proactive account servicing & relationship building. Maintained and organized customer database of over 200 accounts
- Developed a highly profitable pipeline based on multiple sales penetration techniques by managing Australian corporate clients with a portfolio worth over 100,000$ AUD annually
- Identified and qualified customer needs developed sales strategies and negotiated and closed profitable project, while maintaining effective customer service and enhanced client satisfaction
- Accurately using comprehensive database management via Salesforce and other CRM tools.
- Use of Excel & CRM to analyze data to gather customer information to upsell and cross sell to increase revenue through integrations for Firewalls, AWS, VoIP
- Brought in over 100 new customers worth over AUD$500K Annual Income.
- Improved sales abilities and product knowledge on a continuous basis to provide optimal service and achieve quota.
- Handled an average of 50 outbound and inbound calls per day whilst focusing on the quality of each customer call made and new lead generation

Millennium Airlines T/A Simplifly - Aircraft Technician
(05/2014- 08/ 2014) (Colombo, Sri Lanka)

- Scheduling and overseeing routine maintenance checks.
- Implementing and adhering to strict safety guidelines.
- Creating and maintaining repair logs and records.
- Using hand tools, diagnostic tests, and gauges to identify hydraulic and mechanical malfunctions.
- Collaborating with engineers and system mechanics to ensure that all aircraft systems are running correctly.
- Preparing diagnostics reports and suggesting repair solutions based on thorough evaluations.
- Ensuring that all aircraft parts are accurately labeled, organized, and restored.

VOLUNTEER EXPERIENCE

UTA Physics- Senior Student volunteer
Volunteered at the international physics conference lead by Dr. Michio Kaku and hosted by UTA along with USA representative of the Conseil Européen pour la Recherche Nucléaire on the annual CERN conférence

Apeksha Cancer Hospital - Sri Lanka
Volunteered annually for 4 years in the Child cancer unit and Throat cancer unit at National Cancer Institute also known as Apeksha Cancer Hospital. Meals and clothing provided for under privileged patients.

REFERENCES:

Kayode Ogidan
Data base administrator
Jeeter- Dreamfields
Kogidan@jeeter.com | (+1) 442-788-9391
Worked on multiple projects together inlcuding creating the data lake for Dreamfields

Heshan Perera
Consultants
Siemans HaCon imbH
hesha.perera@hacon.de | +49 15510474641
Worked in hand in hand with Heshan on customer onboarding projects at Cin 7.