

ERANDI SONALI NARANGODA

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□ **DOB:** 5th June 1986

□ **Gender:** Female

□ **Race / Religion:** Sinhalese / Christian – Methodist

□ **Civil Status:** Unmarried

□ **LinkedIn Profile:** <http://lk.linkedin.com/in/erandinarangoda>

EXECUTIVE SUMMARY

COMMITMENT | LEADERSHIP | INTEGRITY

A proven visionary and strategic leader that translates business strategies into maximum profits commensurate with the best interest of customers, employees, and company.

Well versed and knowledgeable of Web Based Information Systems and have a proven track record of implementing the necessary controls in the Knowledge Process Outsourcing sector to ensure compliance of standards and processes.

Dedicated to maintaining a reputation built on quality, service, and uncompromising ethics.

- A diplomatic and flexible leader with strong interpersonal skills and the ability to break down cross-cultural communication barriers. Adept at strategically identifying, devising and implementing customized solutions to support global business strategies and needs.

- Proven ability to manage within the international markets utilizing talent while meeting specific market requirements in an effort to achieve organizational objectives.

AREAS OF EXPERTISE / SKILLS

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|---|--|
| ▪ Strategic / Tactical planning | ▪ Excellent Communication skills |
| ▪ Excellent Management & a Good Team Player | ▪ Excellent Researching Skills |
| ▪ Business Intelligence | ▪ Touch-Typing Skills (Ergonomic Keyboard) |
| ▪ Operations Management | ▪ Project management skills |
| ▪ Self Starter | ▪ Effective Presentation Skills |
| ▪ Analytical skills | ▪ Effective written material, Logical Organization, Readability and Conciseness |
| ▪ Quick learner | |
| ▪ Energy and drive for perfection and quality | ▪ Consistent Management Reporting |
| ▪ Strong Work Ethics | ▪ Ability to achieve customers' fullest satisfaction by acquiring requirements |
| ▪ In-depth hands-on experience with Windows and Microsoft Office Packages. | |
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EDUCATIONAL QUALIFICATIONS

- ☞ **LONDON O/L EXAMINATION – EDEXCEL INTERNATIONAL**
Royal Insitute International School – Sri Lanka
- ☞ **LONDON A/L EXAMINATION – EDEXCEL INTERNATIONAL**
Royal Insitute International School – Sri Lanka
- ☞ **DIPLOMA IN COMPUTING AND INFORMATION TECHNOLOGY (DISTINCTION)**
Royal Insitute International School – Sri Lanka
- ☞ **BSC. IN COMPUTING AND INFORMATION SYSTEMS (3RD CLASS HONOURS)**
University of London, UK – External Programme (Conducted by Royal Institute)
- ☞ **CERTIFICATE IN CHRISTIAN STUDIES** (COLOMBO THEOLOGICAL SEMINARY, KOHUWALA)
(at the moment, following the diploma in Christian studies)
- ☞ **MSc IN STRATEGIC MARKETING (CURRENTLY FOLLOWING THE 4TH MODULE + RESEARCH MODULE) AND FOLLOWING THE SPECIALIZED MBA IN MARKETING**
Asia e University (AeU) – Malaysia (Conducted by Strategy College of Business and Marketing)
The Program includes 6 core modules such as *Strategic Brand Management, Marketing Finance, International Marketing Strategy, Developing Strategic Marketing Plans, Strategic Marketing for Competitive Advantage, Innovation and Product Management and a work based Dissertation.*
- ☞ **MSc IN BUSINESS INFORMATION SYSTEMS MANAGEMENT (WILL BE COMMENCING IN OCTOBER 2013)**
University of Middlesex – UK (Conducted by ICBT)

WORK EXPERIENCE

1. **COMPUTER INSTRUCTOR** (2003-2004)

ROYAL INSITUTE INTERNATIONAL SCHOOL - COLOMBO, SRI LANKA

- ✓ Initiated and implemented the KIDS program in the Royal Institute Centre for Computer Studies – teaching Computing for students ranging from Grades 1 – 10 in the KIDS programme
- ✓ Additionally, taught English, Science and Mathematics for kids ranging from Grades 1 – 8 as part of the programme that was successfully implemented

2. **PRIMARY TEACHER** (2004-2005)

ALETHEA INTERNATIONAL SCHOOL - COLOMBO, SRI LANKA

- Overlooked a class of 30 students , empowering the kids to do what they liked the best – improving their areas of talent.
- *Subjects Taught* - English, Mathematics, Environmental Studies and Christianity for both Local and London, Grade 1 classes.

ACHIEVEMENTS:

- ✓ Succesfully adapting amongst the staff and having a strong relationship with parents of the students
- ✓ Handling mentally disabled children and making them feel welcome in the midst of a strong learning environment.

- ✓ Actively involved in making a customized syllabus for Christianity pertaining to the Primary students which was approved by the academic board.
- ✓ Giving in proposals for the implementation of a Computing Lab for the Primary Students which was later approved to be implemented.

3. **PROJECT COORDINATOR** (2005)

NAVANTIS (Pvt) LTD – RAJAGIRIYA, SRI LANKA

- Part time based contract of 3 months - Coordinated meetings with the Top Executives in the ICT sector in Sri Lanka to gain awareness for a Project on Gender Issues in the ICT field in Sri Lanka - worked mainly with a Canadian representative from Navantis - Canada
- Extensive research on the companies and surveys on the project was done in order to gather information required to make the final report.

ACHIEVEMENTS:

- ✓ Successfully coordinated meetings with all the Heads of Departments in the ICTA, Labour Department, Sarvodaya and other affiliated institutions with regard to the work in the ICT field in Sri Lanka
- ✓ Built awareness of the Gender Issues in the ICT field within the company and had a good rapport with the staff in order to accomplish the project findings.

4. **SECRETARY TO THE PRESIDENT OF THE METHODIST CHURCH** (2005)

METHODIST HEADQUARTERS , COLOMBO 03, SRI LANKA

- Handled all administrative functions of the Headquarters for the President of the Methodist Church
- Newletters, Circulars, Letters – all done and circulated amongst circuits of the Methodist Church in Sri Lanka.

ACHIEVEMENTS:

- ✓ Successfully devised a cabinet system for all documents within the Headquarters with extensive labelling and categorizing
- ✓ Brochures, Booklets & Filing done for the Methodist Church Conference held in August / September 2005

5. **TEAM LEADER – BUSINESS INTELLIGENCE DEPARTMENT** (2005 - 2008)

THE EDGE GROUP (Pvt) LTD – WTC, COLOMBO, SRI LANKA

- *Business Analysis:* Using several reporting tools and techniques, and through Excel Oriented Analysis – Producing valuable insightful data.
- *Market Research:* Web Research for several areas in the IT fields
- *Data Mining:* Extracting relevant data from ERP Systems to provide meaningful data through revenue and profitability analysis by customer, product, product and customer segments, etc
- *High End Reporting & Business Presentations:* Meaningful data tables, pivot tables, charts and above all a comprehensive PowerPoint® presentation customized according to customer specifications
- Led senior management business-level discussion and decisions involving business vision and strategy, enterprise-level decisions, standardization of best practices, and project governance oversight.

ACHIEVEMENTS:

- ✓ Built up a team of 7 – 10 persons, with extensive training on from the minimal web research to the High End reporting functions through Excel and PowerPoint.

- ✓ Proactively involved and contributed towards achieving the ISO 9001:2000 certification for the business process within the organization
- ✓ Managed administrative, and financial functions for the company and the Managing Director
- ✓ Maintained the IT Network of the Office and offered new solutions to working on the Research Projects (e.g. Two LCDs to do multiple oriented analysis)

6. **TEAM LEADER** (2009 – 2012)

INFOSERVE (PVT) LTD – COLOMBO 3, SRI LANKA

- Providing customized web based research for customers to develop well informed strategic decisions
- Specializing mainly in finding obtaining hard-to-find & time consuming information, from the Internet, promptly and efficiently.
- Managing a team and large research projects for various fields and exploring new technologies and ways to improve the quality and standard of Web Based Research Reports provided.
- Developing Training plans for the new trainee researchers and implementing New Services customized to different customer groups.

ACHIEVEMENTS:

- ✓ Employee of the Year 2009 – For Going Above and Stepping Up with new innovative research services, Company Presentations & Designing.
- ✓ New Services implemented to expand customer base
- ✓ Extensive Excel Training to the Staff to enhance usage of Excel Oriented Analysis
- ✓ Designing the Business Process for all the functions of the Company
- ✓ Newsletter Designing and Lead Generation
- ✓ Have had intensive training from a ***Independent Strategy Consultant from UK*** in the areas of
 - *Communication in the UK Market: Oral Communication Tips,*
 - *Giving & Receiving Feedback: Team Building*
 - *Writing Effective Documents*
 - *Presentation Skills*

7. **HEAD OF OPERATIONS** (2013 – UP-TO-DATE)

INFOSERVE (PVT) LTD – COLOMBO 3, SRI LANKA

- Key responsibilities of identifying & developing the operational processes as well as the business strategies to ensure efficient, effective customer focused services and delivery.
- In addition to sustaining and growing customer relationships, the role of managing a team of researchers as well as coaching the new researchers creating customer champions falls into place.
- The main goal is towards getting in new customers in the global and local markets, using various marketing strategies, for the company.

Areas of Focus:

- ▶ Achieve quarterly revenue targets
- ▶ Implement expense reduction strategies and ideas
- ▶ Sustain and grow excellent customer relationship
- ▶ Create customer champions from the customer facing staff
- ▶ Continually improve and suggest process improvement measures

OTHER ACHIEVEMENTS & EXTRA CURRICULAR ACTIVITIES

GLOBAL LEADERSHIP SUMMIT (HOSTED BY: WILLOW CREEK ASSOCIATION)



Attended the [Global Leadership Summit](#) held in Waters Edge in the years 2011 and 2012

The Global Leadership Summit welcomes leaders from the business, education, government and social sectors and fully believes that the maximum influence and impact of the Church is felt when all of its Christ-centered leaders are at **the forefront of establishing and growing well led local churches, companies, schools, governments and social enterprises.**

This conference is a World Class Leadership Training Event that challenges, inspires and serves the leadership core of any organization.

SCHOOL ACITIVIIES

- ↻ Prefect Leadership in all three schools attended
- ↻ Brownie and Little Maid – Iskadhhar School (Maldives)
- ↻ Participated in Swimming in Primary School - Iskandhar School (Maldives)
- ↻ Inter School Singing Competitions in Maldives
- ↻ Participated in Rapid Round and General Knowledge Quizzes
- ↻ Achievements in Impromptu Speech, Essay Writing, Spelling Bees and Reading Programmes
- ↻ Vital Role played in the English Literary Association in schools in Maldives and in Sri Lanka
- ↻ Participated in the Science Fair held in Maldives
- ↻ Excellent Attendance Awards
- ↻ Certificate in Computer Science in Royal Institute – Advanced Level

GENERAL PROFESSIONAL ACITIVIIES

- ↻ Typing speed of 70 words per minute
- ↻ Attended seminars based on Leadership
- ↻ Youth Secretary of the Wellawatte Methodist Church – Chapel Lane for 6 years
- ↻ Circuit Youth Secretary for Nugegoda – Wellawatte – Dehiwala Circuit
- ↻ Sunday School Teacher at Wellawatte Methodist Church – Chapel Lane
- ↻ Following Theological Classes at the Colombo Theological Seminary (CTS) in the hope of obtaining a BTh in Theological Studies

I hereby certify that the above-mentioned particulars are accurate to the best of my knowledge.

Date: _____

Signature: