

Ginige Indika Francis de Silva

No 54, Janapriya Mawatha, Borupana Road, Ratmalana, Sri Lanka

Telephone: 009412636206 Mobile: 0094773430108 Email: gifindgif@gmail.com

Academic Qualifications

- Certificate in Teaching in Higher Education, General Sir John Kotelawala Defence University (2020)
- Masters in Information Systems Management, University of Colombo (2012 – 2015)
- Postgraduate Diploma in Information Systems Management, University of Colombo (2010 – 2012) in the following subjects.
 - Strategic Information Systems & Management
 - Network Technologies & Administration
 - User-centred Database Design
 - Information Systems Project Management
 - Information Policy
 - Knowledge Structures
 - Healthcare Information
 - Information Systems Modelling
- Bachelor of Computing and Information Systems (CIS) Degree offered by University of London (2003 – 2006) Principal subjects covered including the following.
 - Information Systems
 - Mathematics/Statistics/Operation Research
 - Programming including Java, PROLOG, HTML
 - Neural Networks and Artificial Intelligence
 - Database Management including SQL
 - Software Engineering
 - Data compression techniques
 - Network Technology
 - Network Security
 - Human-Computer Interaction
- The Engineering Council, U.K (2001) Part 1 (Certificate Level). Principal subjects covered including the following.
 - Engineering Perspectives and Skills
 - Software and Information Systems Engineering
 - Engineering Science
 - Mathematics
 - Electrical and Electronic Engineering
 - Engineering Materials

Work Experience – Academia

- Department of IT, Faculty of Computing at General Sir John Kotelawala Defence University, Southern Campus (January 2015 - To date)
- Institute of Engineers Sri Lanka (IESL) in Software Systems Engineering to Level 3 Engineering Students. (2008 – To date)
- University of Vocational Technology (UNIVOTEC) – Visiting Lecturer (2014 – To date)
- Royal Institute of Colombo (RIC) - University of London Degree Programmes which include BSc Computing and Information Systems and BSc in Information Management. (2007 – 2010)

Subjects lectured include the following

- Fundamentals of Information communication technologies
- Programming fundamentals
- Data compression techniques
- ICT Policies
- Database Management
- Software Engineering

- Instructor at the Centre of IT-enabled Service's SchoolNet, University of Moratuwa (2007 –2010)
 - Testing the efficiency of the network activity monitoring/filtering system
 - Assisted the System Engineers in their trouble-shooting activities
 - Created a school webpage rating system
- Institute of Technology, University of Moratuwa (2006 – 2008)
 - Mathematics for Level 1 and 2 diploma students
 - Planning course material, preparation, and grading assignments for Level 1 diploma students in Information technology which included Microsoft Office and other useful system software, Visual Basic, Java and Fundamentals of computer hardware

Work Experience – Industry

1. Customer Support Account Manager, Implementation Specialist and Tier 1 Customer Support Agent at Media Defined Inc., Dallas, Texas, USA. (2010 – 2013). The main software product of Media Defined is a cloud-based learning management system (LMS)
 - Responsibilities as the customer support account manager and Implementation Specialist
 - Managing all implementation projects
 - Being the primary point of contact with new clients during the start-up phase
 - Having weekly status meetings with all start-up clients
 - Creating the weekly product update release which is distributed to current clients.
 - Tier 1 Customer Support Agent
 - Carrying out the initial investigations of client complaints
 - Being the intermediary with system engineers and the clients
 - Meeting with the clients to carry out further investigations
 - Provide the clients with a Statement of Work upon request
 - Product testing and miscellaneous quality assurance work
2. Computer Hardware Technician at Digital Base (Pvt) Ltd., Colombo, Sri Lanka. (2002 – 2003)
 - Assemble new hardware and install the software based upon customer requirements
 - Perform on-site repairs and computer services
 - Troubleshoot and repair PCs

Skills (Computer-Related)

- Well versed in latest Microsoft Office products including Project
- Good understanding in UML
- SQL and database related content
- Software development process

Skills (Miscellaneous)

- Report writing
- Project Management
- Typing

Extra-curricular activities and interests

- Reading books especially matters regarding science and technology
- Travelling
- Classical music including playing the double bass
- Engaging in social and charity work

Publications

- BMTN Rathnayaka, G Indika F de Silva and LBL Senavirathne “Feasibility Study of Hologram Gamification in Sri Lankan Higher Education Distance Learning” (13th International Research Conference 2020, KDU)
- BMTN Rathnayaka, G Indika F de Silva and LBL Senavirathne “Industry 4.0: ERP and Shop Floor Integration with Manufacturing Execution System (MES) in Sri Lankan Manufacturing Organizations” (12th International Research Conference 2019, KDU)
- BMTN Rathnayaka, G Indika F de Silva and M Wickramatunga “The Role of Rashomon Effect in the Success or Failure of Software Development Requirement Gathering Process” (19th International Postgraduate Research Conference - IPRC2018, University of Kelaniya)
- G Indika F de Silva, BMTN Rathnayaka and M Wickramatunga “The Rashomon Effect on Software Development Requirement Gathering Process” (11th International Research Conference 2018, KDU)
- Indika de Silva “Feasibility of Deploying Capability Maturity Model Integration in the Sri Lankan Software Industry” (10th KDU International Research Conference 2017, KDU)
- Ramawickrama D.T and Indika de Silva “Encryption and Decryption for Secure Communication” (The Sixth International Conference on Advancement of Development Administration 2017 – SSIS)
- G.T.F de Silva and G Indika F de Silva “Using Markov Processes for Efficient Project Management” (9th KDU International Research Conference 2016, KDU)
- G.T.F de Silva and G Indika F de Silva “Can the Taguchi Method be applied to Improve Software Quality? A Case Study” (KDU International Research Conference 2015, KDU)
- G Indika F de Silva “Soft Skills for Sri Lankan ICT Professionals” (KDU International Research Conference 2015, KDU)
- G.T.F de Silva and G Indika F de Silva “A Method to Improve Duration Estimation of PERT” (International Research Symposium on Engineering Advancements 2015, SAIM)
- G.T.F de Silva and G Indika F de Silva “Cost Estimation of Accelerating a Project” (KDU International Research Conference 2014, KDU)

References

Eng PM Karunarathna
Senior Lecturer,
Faculty of Information Technology,
University of Moratuwa
pmkaru@uom.lk
+94 11 112650301
0714525211

Dr CC Jayasundara
Librarian,
Library,
University of Kelaniya
librarian@kln.ac.lk
+94 11 2911918
0714878800