

MALEESHA KUSHAN

OPERATIONS & IT PROFESSIONAL

Hakmana, Sri Lanka | +94718772347 | maleeshakushan633@gmail.com |
www.linkedin.com/in/maleeshakushan

SUMMARY

Operations professional with a computing background and two years of experience streamlining processes by tracking key metrics. Skilled in using Google Sheets and AI to uncover insights that boost efficiency and support business growth. Eager to apply a proactive, problem-solving mindset to a challenging operations role.

PROFESSIONAL EXPERIENCE

Freelance Digital Operations Coordinator

August 2023 - Present

Wijaya Home Stay Anuradhapura

- Managed the full client lifecycle for 1,500+ customers, driving satisfaction and business growth.
- Handled all digital client communications, building trust and engagement through messaging, and social media platforms.
- Drove client acquisition through a 100% organic online presence, built from scratch without any paid ads or post boosts.
- Developed all marketing content, creating compelling visuals and messaging for the target audience.

PROJECTS

Basic Inventory Tracker with Stock Alerts

Completed October 2025

- Created an inventory tracking system for 100 products using Google Sheets, featuring visual stock status monitoring (Out of Stock/Low/OK) and automated reorder alerts. Dashboard provides a summary of the total inventory value and reorder needs.

SKILLS

- **Skills:** Operations Coordination, Process Improvement, Resource Tracking, Inventory Management, Customer Service, Project Coordination, Data Analysis, Time Management
- **Software & Tools:** Google Workspace (Sheets, Docs, Drive, Forms), Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Canva, Gemini AI & AI Productivity Tools

EDUCATION

Pearson BTEC HND in Computing

Sep 2023 - Aug 2025

ESOFT Metro Campus, Matara

- Relevant coursework in IT, Database Management Systems and Project Management

ADDITIONAL INFORMATION

- **Languages:** English, Sinhala
- **Certifications:** Operations Management Foundations (LinkedIn Learning), Career Essentials in Project Management Professional Certificate by Microsoft and LinkedIn, Understanding AI for Business Professionals (LinkedIn Learning), Teamwork Foundations (LinkedIn Learning)