

DILSHAN PATHIRATHNA

General Manager | Business Operations & IT Management

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No 05, Yakkala Road, Bataduwa,
Galle, Sri Lanka

PROFESSIONAL PROFILE

I am a results-driven General Manager with a First-Class Honours degree in Computing and expertise in business operations, IT systems, ERP management, and strategic planning. I specialize in integrating technology with business processes to improve productivity, operational efficiency, financial performance, and service quality across diverse industries.

AREAS OF EXPERTISE

- General Management & Business Administration
- Strategic Business Planning & Development
- Information Technology Management
- Enterprise Resource Planning (ERP)
- Management Information Systems (MIS)
- Business Process Optimization
- Digital Transformation & System Integration
- Financial Planning & Budget Management
- Data Analysis & Performance Reporting
- Operations & Resource Management
- Project Management & Implementation
- Supply Chain & Inventory Management
- Customer Relationship Management (CRM)

LANGUAGES

- Sinhala: Native
- English: Proficient

WORK EXPERIENCE

General Manager | Dec 2025 - Present

ABC Tyres and Tools | Sri Lanka

- Overseeing daily business operations while integrating digital technologies to improve organizational productivity and operational efficiency.
- Managing cloud infrastructure, server hosting, and data backup systems to maintain reliable business operations.
- Coordinating software development initiatives and implementing technology solutions aligned with organizational goals and customer requirements.
- Monitoring business performance through management information systems, data analysis, and key performance indicators.
- Developing strategic business plans to support market expansion, financial sustainability, and long-term organizational growth.
- Supervising information security practices, system maintenance, and digital infrastructure to ensure business continuity and reliability.
- Managing departmental budgets, resource allocation, and operational expenditure to achieve cost-effective business performance and profitability.

General Manager | Oct 2019 - Dec 2020

NCG Travels Transport Service (Pvt) Ltd | Sri Lanka

- Managing daily transport operations and implementing digital management systems to improve scheduling and service efficiency.
- Overseeing GPS tracking technologies and fleet management software to optimize vehicle utilization and operational performance.
- Coordinating transport management systems for customer reservations, driver assignments, route planning, and service monitoring.
- Analyzing operational data, fuel consumption, and maintenance expenses to identify opportunities for cost reduction.
- Managing financial budgets, revenue monitoring, and operational expenditure to maintain profitability and business sustainability.
- Developing customer service strategies and maintaining professional relationships with corporate clients and business partners.

AWARDS & ACHIEVEMENTS

- First-Class Honours (2018): Bachelor of Science (Special) in Computing with ICT & Interactive Media.
- Special Achievement Award (2017): Recognized for Best Performance in the Pearson BTEC Higher National Diploma in Interactive Media.
- Academic Excellence: Achieved six Distinctions and four Merits in the Pearson BTEC Level 5 HND programme.

TECHNICAL SKILLS

- Enterprise Systems: ERP Platforms, Management Information Systems, Inventory Management Systems
- Business Applications: Transport Management Systems, Property Management Systems, Point-of-Sale Systems
- Data Management: Advanced Microsoft Excel, Pivot Tables, VLOOKUP, Data Analysis and Reporting
- Microsoft Applications: Word, PowerPoint, Access, Project
- IT Operations: Cloud Infrastructure Coordination, Database Administration Support, Data Security and Backup Management
- Business Technology: Digital Workflow Management, System Integration, Performance Monitoring

PERSONAL INFORMATION

- **Full Name** : Dilshan Pathirathna Gunasekara
- **Date of Birth** : 31 May 1994
- **Nationality** : Sri Lankan
- **Passport Number** : P222222

REFERENCES

Available Upon Request

General Manager | Jan 2021 - Dec 2023

Villa Sapna, Galle | Sri Lanka

- Managing overall resort operations while integrating hospitality management technologies to improve guest experiences and efficiency.
- Overseeing property management systems for reservations, front-office activities, housekeeping coordination, and guest information management.
- Supervising point-of-sale systems and digital billing procedures to ensure accurate financial transactions and reporting.
- Monitoring occupancy trends, revenue performance, and operating expenses through management reports and analytical tools.
- Coordinating staff activities across departments to maintain high standards of hospitality and operational service delivery.
- Managing procurement, inventory control, and departmental budgets to support efficient resource utilization and profitability.
- Implementing customer relationship management practices to enhance guest satisfaction, service responsiveness, and business reputation.
- Maintaining reliable IT infrastructure and coordinating system improvements to support uninterrupted daily resort operations.

General Manager | Jan 2024 - Oct 2025

ABC Garment and retail (Pvt) Ltd | Sri Lanka

- Managing garment manufacturing operations while utilizing enterprise systems to improve production efficiency and workflow coordination.
- Overseeing ERP-based inventory management for raw materials, fabric supplies, production requirements, and finished goods.
- Monitoring production schedules, manufacturing targets, and operational performance through digital reporting and tracking systems.
- Coordinating procurement activities and supplier relationships to maintain material availability and cost-effective production processes.
- Analyzing manufacturing expenses, labor costs, and material consumption to support financial planning and profitability.
- Supervising quality assurance procedures and production teams to maintain consistent manufacturing standards and delivery schedules.

EDUCATIONAL QUALIFICATIONS

Bachelor of Science (Special) in Computing with ICT & Interactive Media

Buckinghamshire New University, England

Graduated: July 2024 | First-Class Honours

Pearson BTEC Level 5 Higher National Diploma in ICT with Interactive Media

2020 | 6 Distinctions, 4 Merits and 6 Passes

Diploma in ICT with Interactive Media

South Asian Institute of Technology and Medicine (SAITM) | 2020