

AKILA NANAYAKKARA

TECHNICAL SUPPORT | IT SYSTEMS ADMINISTRATOR | WEB DEVELOPER

+64 210 688 202 | Ellerslie, Auckland | akila@akilananayakkara.com | linkedin.com/in/akilananayakkara/

Experienced Senior Web Developer and IT Specialist passionate about building seamless, user-friendly digital solutions. Skilled in remote project leadership and technical support, I help businesses grow online by blending innovation, teamwork, and a friendly, problem-solving approach. I have delivered websites, platforms, and ongoing support for clients across Sri Lanka, Australia, Canada, and New Zealand, adapting to different industries, cultures, and business needs while consistently meeting deadlines and performance.

AREA OF EXPERTISE

Web Development	Technical Support	Team Leadership
IT Administration	Server Management	Project Management
Cloud Deployment	E-commerce Solutions	CMS Customization

KEY ACHIEVEMENTS

- **Enhanced customer satisfaction** by swiftly resolving technical issues and streamlining support at VA4U, minimizing downtime and improving platform stability.
- **Managed and secured servers and networks** for Britex Holdings, elevating business continuity and IT integrity across the organization.
- **Promoted to leadership roles** for outstanding technical support and communication, supporting multinational clients and teams.
- **Streamlined IT processes** with vendors and colleagues, resulting in more efficient workflows and reliable service delivery.

PROFESSIONAL EXPERIENCE

Web Developer - Full Time Oct 2025 - Present

Professional Visa Solutions, Auckland, New Zealand

- Revamping the main company website to improve structure, user experience, and lead generation for immigration and education services.
- Creating dedicated websites and landing pages targeting different audiences and service segments to better showcase visa, education, and advisory offerings.
- Maintaining, updating, and optimizing all active company websites, including performance, security, and content updates in collaboration with marketing and leadership teams.

Senior Web Developer & Tech Support Specialist - Contract Jan 2025 - Present

VA4U Ltd, Brisbane, Australia (Remote)

- Led and managed technical support operations for multiple development projects.
- Diagnosed and resolved server, website, and application issues quickly.
- Implemented continuous improvements across platforms, optimizing system performance and security.
- Collaborated with teams and clients to ensure prompt resolution and strong relationships.

Senior Web Developer & Country Head - Contract Jan 2023 - Present

EMarketing and Solutions Inc., Toronto, Canada (Remote)

- Lead Sri Lanka branch including web dev, design, POS, marketing, and virtual assistant teams.
- Oversee project delivery, team management, and client communications.
- Ensure high-quality scalable web solutions aligned with client needs.
- Drive team recruitment, training, and professional development.

Web Developer - Full Time**Jan 2023 - Nov 2024**

Surge Global, Colombo, Sri Lanka

- Built and maintained WordPress, WooCommerce, Shopify, Webflow, and HubSpot websites.
- Focused on backend development, hosting server management, and performance optimization.
- Enhanced customer engagement through HubSpot CRM email campaigns.

Web Development Intern - Internship**Jul 2022 - Dec 2022**

Surge Global, Colombo, Sri Lanka

- Assisted in developing and maintaining websites using WordPress, WooCommerce, and PHP for diverse real-world projects.
- Collaborated with team members to deliver projects on schedule and meet client requirements, demonstrating strong teamwork and adaptability.
- Contributed to user-friendly interfaces and implemented responsive design principles, enhancing user experience across devices.

IT Administrator - Contract**Oct 2022 - Dec 2023**

Britex Holdings (Private) Limited, Peliyagoda, Sri Lanka

- Managed servers, networks, hardware/software assets, and security protocols.
- Delivered prompt technical support and minimized downtime.
- Maintained hardware/software assets and implemented security controls.
- Streamlined IT processes with staff and vendors.

Web Development Intern - Internship**July 2020 - July 2021**

Weblook International Pvt Ltd, Colombo, Sri Lanka

- Assisted in front-end and back-end web development with WordPress and PHP.
- Optimized website performance and handled SEO and UI improvements.
- Customized themes and plugins to meet client requirements.
- Collaborated with team members to troubleshoot issues and deliver projects on time.

EDUCATION**MBA, Project Management****April 2024 - Oct 2025**

Cardiff Metropolitan University, UK

- Specialization: Project Management
- Thesis: "Exploring How Task Managers Improve Communication and Productivity in Cross-Cultural Virtual Assistant Teams"

BSc (Hons), Computer Science - Second Upper Class Honours**Sep 2018 - Sep 2022**

University of Westminster / Informatics Institute of Technology, UK

- Specialization: Web Development
- Final Year Project: "Blogspot Plagiarism Detection Using NLP"

ADDITIONAL INFORMATION

- **Languages:** English: Full Professional Proficiency
- **Certifications:** Completed HubSpot CMS Developer Certifications Levels I and II, enhancing expertise in CMS development and marketing automation.
- **Portfolio:** For examples of my previous work, please visit my portfolio at <https://akilananayakkara.com/#work>.

REFERENCES

- References are available upon request.