

Kushen Keerthi Sri

Software Developer | Web Developer | IT Support
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PROFESSIONAL SUMMARY

Software Engineering graduate (Master's, Federation University) with versatile experience spanning full-stack web development, RESTful API design, and IT support. Proven ability to build and deploy scalable web and mobile applications, design clean and maintainable code following OOP principles, and deliver reliable Level 1 IT support across Windows environments. Comfortable working across the full technology spectrum - from frontend interfaces and backend APIs to user account management, hardware troubleshooting, and technical documentation. Experienced in Agile delivery, collaborative code reviews, and cross-functional stakeholder engagement. Currently completing the ACS Professional Year in IT in Melbourne.

TECHNICAL SKILLS

Languages	JavaScript, TypeScript, Java, PHP, SQL, Python (basic), HTML/CSS
Frameworks	React, Node.js, Express
Databases	MySQL, PostgreSQL, Firebase
Cloud & DevOps	AWS, Microsoft Azure, Git/GitHub, REST APIs, CI/CD (basic)
OOP & Practices	Object-Oriented Programming, Unit Testing, Code Reviews, Agile/Scrum
IT Support	Level 1 Help Desk, Active Directory, Microsoft 365, Windows 10/11
Tools	Jira, Postman, VS Code, Documentation & Knowledge Base Management

PROFESSIONAL EXPERIENCE

Software Developer | Dalton College – Melbourne, Australia

Aug 2026 – Present

- Assist in the development, testing, and maintenance of software applications and internal systems.
- Write clean, maintainable, and efficient code while following software development best practices.
- Identify, troubleshoot, and resolve software bugs and technical issues.
- Participate in software testing, debugging, and quality assurance activities to improve application reliability.
- Work collaboratively with team members to understand requirements and deliver effective technical solutions.
- Assist with database operations, data management, and integration between application components.
- Use version control and development tools to manage source code and track software changes.
- Prepare and maintain technical documentation for software features, fixes, and development processes.
- Gain hands-on experience across the Software Development Life Cycle (SDLC), including requirements, development, testing, deployment, and maintenance.

Web Developer | WI Tel Solutions — Sri Lanka

Aug 2021 – Sep 2022

- Developed and maintained full-stack web applications using JavaScript, SQL, and REST APIs, applying OOP principles and clean code standards throughout.
- Architected and consumed RESTful APIs across both frontend and backend layers, ensuring reliable data flow and system integration.
- Participated in collaborative code reviews and testing activities to maintain code quality, reliability, and maintainability across the development lifecycle.
- Diagnosed and resolved technical issues through systematic debugging and performance optimization, improving system responsiveness.
- Produced technical documentation and knowledge base articles to support deployment processes and team onboarding.
- Worked closely with cross-functional stakeholders to gather requirements and deliver reliable software solutions on schedule.

IT Support Officer | Eser Marketing Pvt Ltd — Sri Lanka

Jan 2020 – Aug 2021

- Provided Level 1 IT support, resolving hardware, software, and access issues across Windows 10/11 environments while maintaining security and compliance standards.
- Managed user accounts, permissions, and technical configurations in Active Directory and Microsoft 365, ensuring accurate access control.

- Assisted with workstation setup, software installation, and new user onboarding, reducing ramp-up time for new staff.
- Created troubleshooting guides and knowledge base articles to enable faster self-service resolution and reduce repeat tickets.

Customer Service & Operations | Woolworths — Ballarat, Australia

Sep 2022 – Present

Maintained consistent employment while completing a Master's degree and ACS Professional Year full-time, demonstrating reliability and time management under sustained pressure.

- Delivered high-quality customer support in a fast-paced environment, consistently meeting operational targets.
- Escalated and resolved customer issues efficiently through clear communication and structured problem-solving.
- Demonstrated reliability, professionalism, and attention to detail in a high-volume service environment.

KEY PROJECTS

Anidra Healthcare Monitoring System | React, TypeScript, Node.js, Express, SQL anidra.com.au | [Anidra](#)

- Co-designed and built a real-time patient monitoring platform with interactive dashboards and live analytics, applying OOP design patterns and clean architecture principles.
- Architected scalable RESTful APIs and optimized SQL schemas to handle high-frequency healthcare data with accuracy and reliability.
- Implemented ADDS chart visualizations with real-time metric tracking, validation logic, and responsive UI components.
- Collaborated in Agile sprints with iterative peer code reviews and structured testing, maintaining focus on performance and quality.

Charity Time — Charity Donation Mobile App | Android Java, Firebase, Google Maps API [charity-time](#)

- Contributed to a feature-rich Android application connecting donors, volunteers, NGOs, and individuals through location-based services and real-time communication.
- Integrated Firebase Authentication, real-time database sync, push notifications, and live delivery tracking for a seamless end-to-end experience.
- Implemented Google Maps API for location-based donor matching and volunteer coordination, with profile verification workflows for security.

EDUCATION

ACS Professional Year in IT | ECA Campus, Melbourne

2025 – Present

Master of Software Engineering | GPA 6.7/7 | Federation University, Australia

2023 – 2025

BSc (Hons) Software Engineering | Cardiff Metropolitan University, UK

2020 – 2022

HND in Computing & Software Engineering | ICBT Campus, Colombo

2018 – 2020

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Microsoft Azure Security Technologies
- AWS Developer Associate – Storage Services
- Application Development with Node.js: Working with Features
- IBM Full Stack Software Developer Professional Certificate (In Progress)
- IBM Generative AI Engineering Professional Certificate (In Progress)
- Google IT Support Professional Certificate (In Progress)

KEY STRENGTHS

Full-Stack Development • RESTful API Design • Object-Oriented Programming • IT Support & Troubleshooting • Agile & Scrum • Active Directory & Microsoft 365 • Version Control (Git) • Technical Documentation • Problem Solving