

Nemitha Raveenthirammoorthy

Support Technician

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ABOUT ME

I'm a support technician with over two years of experience helping eCommerce businesses get the most out of platforms like Shopify and WooCommerce. I graduated with a BSc Honours in Information Technology from the University of Jaffna, which gave me a solid foundation in both the technical and problem-solving sides of IT. In my current role at Uniwin, I work closely with clients and developers to troubleshoot issues, set up integrations, and make sure things run smoothly. I enjoy finding practical solutions and explaining technical things in a way that actually makes sense to people. Outside of my day-to-day work, I've been building on my skills in areas like data science, cloud computing, and GDPR — always looking to grow.

EXPERIENCE

Support Technician

Uniwin IT Company, Sweden | April 2023 – Present

- Help merchants on Shopify and WooCommerce with day-to-day technical issues, from store setup to integration troubleshooting.
- Manage customer queries over email, chat, and video calls — making sure people get clear, helpful answers without unnecessary back-and-forth.
- Work alongside developers when issues need a deeper fix, translating between the technical and non-technical sides of a problem.
- Keep support documentation up to date so the team can resolve common issues faster.

EDUCATION

BSc Honours in Information Technology

Vavuniya Campus, University of Jaffna | 2019 – 2023

Relevant Coursework: Programming, Networking, Software Engineering, Project Management, Database Management, Web Development

CERTIFICATIONS

- edX Verified Certificate – Introduction to Data Science
- edX Verified Certificate – Introduction to Cloud Computing
- NVQ Level-4 – Advancing Career Skills (College of Technology, Jaffna)
- Diploma in Sinhala Language, Level 3 (National Second Language Centre)

SKILLS

Technical Support – Troubleshooting and resolving eCommerce platform issues.

Customer Service – Handling inquiries via chat, email, and video meetings.

Collaboration – Working with developers and internal teams to resolve issues.

CRM & Support Tools – Experience with Zendesk, Google Meet, and TeamViewer.

Problem-Solving – Diagnosing and resolving technical and operational issues.

PERSONAL SKILLS

Management Skills • Creativity • Time Management • Problem Solving • Critical Thinking • Leadership