

## **Geethanjali Senavirathne**

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### **PROFESSIONAL DIGEST**

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#### **Webhelp Pvt Ltd.**

**November 2020 - till date**

#### **Designation: Content Moderator**

**Responsibilities:** Working in Webhelp Pvt Ltd as a content moderator for Sri Lanka.

- Investigating and resolving inquiries complaints in an empathetic manner.
- Reviewing published materials and recommend revisions to scope, format and content.
- Outlining the appropriate process and procedures necessary to fulfil and complete inquiries.
- Effectively managing high volume of data.
- Advising on internal controls and audits.

**Working as Sinhala language interpreter at the embassy of Sweden New Delhi. January 2021 – till date**

#### **Denave India Pvt Ltd.**

**October 2015 - July 2020**

#### **Designation: Subject Matter Expert, SAM Practice**

**Responsibilities:** Worked as Microsoft Inside sales account manager for Sri Lanka and controller for SEA new market countries including Myanmar, Maldives, Cambodia, India and Nepal.

- Present license compliance reports by software asset management tool and evaluate business / financial impact, determine the current license position and communicate results recommendations to management, business and technology units and legal.
- Connect with customers to advice on strategies, processes, policies, governance concepts and licensing guides.
- Assist in the development and execution of processes to support software compliance for regulatory, vendor audits, and internal auditing compliance efforts.
- Execution against the multi-year plan delivering incremental functionality quarter over quarter
- Manage day to day execution including software procurement, fulfilment, billing, audit, compliance and industry standards (ISO)
- Microsoft cloud product licensing specialist for O365, Azure, Dynamics 365 and M365.
- Pipeline management and dashboard presentation Expert in solution selling and consulting.

### **PROJECTS AND INITIATIVES**

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- Successful transition of Microsoft software Compliance project from Deloitte to Denave in 2015
- Worked with Senior management of Microsoft Sri Lanka to arrange big events during the year.
- On boarding, training and other activities to bring existing pipeline into the business.
- Implemented ideas which improved the processes driving time saving and efficiency
- Super User / SME for MSX Dynamics D365, helping to resolve many issues within the team.

## ACADEMIC

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Diploma in Fashion Designing and Merchandising from South Delhi Polytechnic

Completed Japanese language proficiency test level 1.

Completed Higher Diploma in Computer Science from American College of Higher Education in Sri Lanka.

12th from girl's high school Kandy in Sri Lanka

10th from girl's high school Kandy in Sri Lanka

## PERSONAL PROFILE

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Date of Birth : 9<sup>th</sup> Nov, 1983

Gender : Female

Strengths : Team Player, Quick Learner and Flexible

Languages Known : Japanese, Hindi, Sinhala and English

Nationality : Sri Lankan with permanent Indian Residency (OCI)

Marital status : Married

(Geethanjali Senavirathne)  
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## Reference:-

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