

Chamil Malluwawadu

📞 0430 434 941 | ✉️ malluwawadu@gmail.com | 🌐 [linkedin](#)

📍 Canberra, ACT (2606) | **Available immediately** | Full working rights [491 Skilled Regional Visa]

Professional Summary

Senior Software Engineer & IT Specialist with 19+ years of experience in SQL Server database design and optimisation, C# Windows/WPF application development, and enterprise system integration. Brings deep domain expertise in POS, ERP, and inventory management solutions, having delivered scalable platforms across retail, service, and multi-warehouse operations. Adept at aligning technology with business strategy, resolving complex technical issues, and providing end-to-end IT support. Recognised with the Inspiring Mentorship Award (2023) for leadership, collaboration, and guiding high-performing teams.

Core Competencies

- **SQL Server (2005–2022):** Advanced expertise in stored procedures, triggers, indexing, and query optimisation.
- **Application Development:** Skilled in C#, WPF, and .NET Framework for building robust Windows applications.
- **POS & ERP Systems:** Extensive domain knowledge across retail, supermarkets, clothing, inventory & CRM.
- **Reporting & Analytics:** Strong proficiency in Crystal Reports, BI dashboards, and client-focused data reporting.
- **Leadership & Delivery:** Experienced in mentoring teams, managing client relationships, and driving successful project outcomes.
- **Technical Support:** Adept at troubleshooting, system integration, and delivering end-user training.

Key Projects

◇ Cloud-Based POS Solution – International Retail Chain (Sri Lanka)

Role: Senior Software Engineer / Head of Development | **Tech:** SQL Server 2019, Crystal Reports, Bitrix24.

Situation: An international retail chain in Sri Lanka struggled against local competitors due to lack of tailored promotions and agility in customer offers.

Task: Design and implement a **unified POS and end-to-end backend solution** customized to promotional and reporting requirements, enabling data-driven decision-making.

Action:

- Gathered detailed requirements directly with client stakeholders.
- Designed SQL Server schema and optimised stored procedures.
- Developed POS and complete backend.
- Led development team and delivered training.

Result: Implemented a POS + Backend system that streamlined sales, inventory, fully-fledged promotion module, CRM, and finance operations, reducing inefficiencies and boosting competitiveness.

◇ Sales & Inventory Management System – Specialty Retail Chain (Tiles, Bath ware & Accessories) (**Full Project Lifecycle**)

Role: Sole Developer | **Tech:** SQL Server 2019, C#, .NET Framework, Crystal Reports.

Situation: A retail chain operated with multiple disconnected systems that failed to support unique processes and decision-making needs.

Task: Design and build a tailored sales and inventory system with integrated decision-support reports.

Action:

- Designed full system architecture and database schema.
- Developed all modules end-to-end using C# and SQL Server.
- Created management reports with Crystal Reports.
- Integrated accounting processes and delivered training.
- Provided end-to-end technical support and continuous improvements

Result: Delivered a centralised system unifying operations across 7 outlets and 3 warehouses, providing real-time decision insights.

◇ ERP Solution – Multi-Module Business Operations

Role: Project Manager – Support Operations | **Tech:** SQL Server 2008 R2, C#, Entity Framework, Crystal Reports

Situation: Client needed a unified ERP system covering multiple business functions.

Task: Deliver ERP covering sales, inventory, payroll, accounts, HR, CRM and manufacturing.

Action:

- Designed and managed SQL Server databases.
- Collaborated with management for module customisation.
- Led post-implementation training and support.

Result: ERP system deployed successfully, reducing manual errors and ensuring automation across departments.

◇ Laundry Management System

Role: Software Engineer / Project Owner | **Tech:** WPF, SQL Server 2016, Crystal Reports

Situation: Client required a custom system to integrate laundry outlets and plants for efficient order tracking.

Task: Build a WPF-based solution covering orders, processing, and tracking.

Action:

- Designed intuitive WPF modules for better UX.
- Developed SQL Server backend for reliability.
- Provided training and long-term support.

Result: Delivered a fully integrated laundry management solution, improving operational efficiency.

Professional Experience

◇ [ENbridge IT Services](#) | Technical Support Officer (Casual) | Canberra, ACT

Oct 2024 – Present

- Providing IT support and troubleshooting for local clients in Canberra.

◇ [myPOS Software Solutions](#) | Head of Software/ Senior Software Engineer | Colombo, Sri Lanka

Jul 2017 – Sep 2024

- Led design and development of POS, ERP, and Inventory Management solutions.
- Led and mentored an average 12-member development team, providing technical guidance and support.
- Delivered client support and post-implementation services across 100+ retail & service outlets.

◇ [Sarasa Soft Solutions \(Pvt\) Ltd.](#) | Software Engineer/ Team Lead | Colombo, Sri Lanka

Mar 2007 – Jul 2017

- Developed enterprise solutions in retail POS, ERP, and reporting.
- Managed client relationships and support services.

◇ [Sierra Information Technologies \(Pvt\) Ltd.](#) | System Analyst | Colombo, Sri Lanka

Mar 2006 – Mar 2007

- Installations, integrations and operation of customer specific software applications.
- Assess, test, troubleshoot, document, upgrade and develop maintenance procedures for customer specific software applications.

Education

◇ **B Sc. (Special Hons)** in Information Technology – Sri Lanka Institute of Information Technology

Other Work Experience (Australia)

◇ [Gym Meals Direct](#) | Meal Packing Assistant (Casual) | Canberra, ACT)

Feb 2025 – Present | 2 days/week

- Accurately pack meals according to predefined recipes and specified weight standards.
- Follow food safety and hygiene protocols.
- Work as part of a team to ensure timely preparation and dispatch of orders.
- Maintain quality control and attention to detail.

Awards & Recognition

◇ Inspiring Mentorship Award (2023)

Awarded in recognition of exceptional guidance, knowledge sharing, and support provided to junior developers. Acknowledged for fostering a collaborative team culture, enhancing technical growth and inspiring professional development.