

# Kajan Subash Balachundaram

## MBA in e-Governance, M.Sc in Service Management, MBCS (UK), AMCS (SL) Specialist in ICT, MIS & Knowledge Management

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### **Profile and Objective:**

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I possess 9+ years' experience specializing in ICT, Management Information Systems (MIS), and Knowledge Management in Sri Lanka's International Development/Humanitarian sector, most recently at World Vision and Scope Global. I have hands-on experience using MIS and ICT systems for applied social research, data management, analysis, and reporting/dissemination that contribute to decision-making, adaptive management, and improvement quality in development/humanitarian sector programming.

As an example demonstrative of my capacity to engage in specialized Data Management and Results Monitoring/Reporting, I currently work within World Vision Lanka's Strategy and Evidence Department, supporting 30+ field offices and the National Office with managing, analyzing, and reporting data emerging from multi-sectoral programming funded by both national and international donors. In this role, I have proven cross-functional leadership, accuracy, and innovation skills by developing quick, real-time dashboards based on internal data drawn from numerous repositories, and (digital) community feedback mechanisms which have contributed to the organization's agility, particularly during COVID-19.

I hold an MBA in e-Governance (InfoTech/InfoSec) awarded by General Sir John Kotelawala Defense University, a Professional Membership from the British Computer Society (MBCS), an Associate Membership from the Computer Society of Sri Lanka (AMCSSL), Membership from the Internet Society, Sri Lankan Chapter, and additional qualifications and expertise in ICT, MIS, and Knowledge Management as applicable to the International Development/Humanitarian sector.

My ultimate career objective is to secure a position in the Humanitarian/International Development sector that will allow me to contribute and utilize my extensive experience and qualifications in Information Systems, Data Management, Data Analysis, IT Policy, Strategic Planning, Info/Security, and IT Project Management in order to deliver and ensure high-quality programming for vulnerable communities in Sri Lanka.

### **Areas of Expertise and Skills:**

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| Project Cycle Management                               | GIS and Digital Mapping (ArcGIS Pro)    |
| Design, Monitoring, and Evaluation (DME)               | Microsoft PowerBI                       |
| Planning and Budgeting Processes                       | Data Repository Management (SharePoint) |
| Knowledge Management and Dissemination                 | Tableau BI                              |
| Data Management, Monitoring, and Analysis              | ServiceNow                              |
| Risk Management  | HelpDesk                                |
| Business Process Simplification                        | R Studio                                |
| Business Startup and Continuity Plans                  | English (Full Fluency)                  |
| Cross-Functional Relationship Management               | Tamil (Mother-Tongue Fluency)           |
| IT Project Management                                  | Sinhala (Fluency)                       |
| IT Security & Policy                                   |   |
| Applied Social Research Methodologies                  |   |
| Operating Model Analysis and Simplifications           |   |
| Staff Competency Development in IT and Data Management |   |

## **Academic Qualifications:**

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**Master of Business Administration in e-Governance (MBA)** (2015-2017) – General Sir John Kotelawala Defense University.

**Master of Science in Service Management (M.Sc in Service Management)** (2019 - Reading) – IHRA, University of Colombo.

## **Professional Experience:**

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### **Specialist - Management Information Systems & Knowledge Management World Vision Lanka (Gte) Ltd (March 2019 to date)**

*Within the World Vision International partnership, World Vision Lanka is a locally registered International Non Governmental Organization (INGO) serving the most vulnerable children and families of Sri Lanka through programming in livelihoods and economic development, child protection, education, health and nutrition, water, sanitation, and hygiene (WASH), advocacy, disaster risk and resilience (DRR), and gender equality and social cohesion (GESI) across 15 Districts of Sri Lanka.*

- National Focal Point for World Vision Lanka's (WVL) Global Programme Information Management System – H3 & Horizon RE-Imagined (2020) as *National Horizon Coordinator* and headed the data repository of LEAP 2 & LEAP 3 programmes under central data warehouse.
- Developed a COVID-19 Cover Response Real-Time Dashboard for WVL Senior Leadership using BI tools for decision-making, Android & Web Platform for Donor Reporting.
- Developed a Covid-19 Rapid Assessment data collection tool (Mobile & Cloud-based) and a Community Accountability Feedback Mechanism platform for WVL
- Goal Owner for National Office (NO) Level Planning & Budgeting Process on the system, Annual and Semi-Annual Reporting to Support Offices including managing workflows in the systems
- Analyzed information required at different managerial levels and designed a new knowledge management strategy for WVL while managing the current knowledge management practices
- Developed processes and mechanisms for capturing and disseminating knowledge, learnings, lessons learned, and best practices for a variety of departments and functions
- Recommend learning and sharing strategies for the Grants and Communications departments to facilitate external partnerships and/or funding mechanisms
- Feed finding of learning processors to organizational decision making processors
- Provide guide lines / templates for documenting knowledge products for key functions
- Establish effective cross-functional working relationships with Sponsorship and Programs departments regarding Transformed Field Environment (TFE) implementation
- Coordinate with the Finance team in Budgeting (budget planning & monitoring ) processes
- Provide coaching and mentoring to Field Office Monitoring and Evaluation (M&E) Coordinators (45+) and Field Technical staff (15+) to enhance their capability to handle information systems.
- Plan, guide, support and facilitate capacity building for World Vision's MIS (Horizon) adaptation including Transformed Field Environment (TFE) and Geo-Information Systems (GIS).
- Developed relevant manuals and guidelines on database management for organizational staff use and capacity enhancement and orient staff for smooth functionality of database
- Provide necessary guidance for Area Programmes (APs) to use updated database and produce scheduled reports adhering data quality standards

- Ensure MIS (Horizon) is rolled out and remains functional as per WV partnership standard
- Develop capacity building strategy for MIS (Horizon) implementation and lead capacity building plan of Sponsorship, Programmes, and M&E staff, on Horizon and build & capacities of identified Super Users Group
- Design and Develop Impact Dashboards utilizing MIS data for Sponsorship, Programmes, Special Projects, Finance (Budgets), Grants, and Marketing and Partnership departments using MS PowerBI, standalone & open-source platforms
- Generate reports on Most Vulnerable Children (MVC) mapping and develop reports on a frequent period for Senior Leadership Team.
- Troubleshooting of the MIS (Horizon) system, Track progress, report on achievements, perform analyses and provide information Senior Leadership Team for decision-making
- Provide system updates, attend to improvement of the database, manage access control and provide support for clients to extract information from database
- Ensure program designs; TP/ AP and Grant and PNS projects are uploaded to Horizon on time

#### **Officer - Information and Communication Technology & Management Information Systems**

##### **Scope Global (Pty) Ltd (May 2017 to March 2019)**

*Australian Government (DFAT) – Australian Aid Funded program on Skills for Inclusive Growth for Sri Lanka (S4IG). S4IG is an initiative of the Australian Government in partnership with the Sri Lankan Ministry of Science, Technology, Research, Skills Development and Vocational Training.*

- Managed IT department operational and strategic planning, including business requirements, project planning, and organizing and negotiated the allocation of resources.
- Developed and reviewed budgets for and from the IT department and ensure they complied with stated goals, guidelines, and objective
- Supported financial and purchasing controls and established clear and complete cost and productivity benchmarking
- Ensured that all regional (Sri Lanka) IT policies and procedures, including those for architecture, security, disaster recovery, standards and service provision complied with Scope Global international standards.
- Conducted scheduled IT/IS audits and prepared matrix for management review and recommended solutions
- Provided quality technical advice to enhance IT system usage across programme designs and alignment with meeting intended outcomes.
- Identified “Fit-For-Purpose” solutions to improve the management of data and presentation of data to stakeholders.
- Handled the help-desk operations from Regional Head-Office and provided technical support with the coordination of Scope Global Head-Quarters ICT team
- Managed and ensured relevant documentation on SharePoint in accordance with Scope Global ISO certification requirements
- Maintained appropriate documentation and systems to ensure a high level of disaster recovery readiness (DRR)

- Contributed to continued improvement of Scope's Systems and Policies, Service Delivery, and Programme Performance
- In-charge of Management Information System (MIS) development including selection of service provider, conducting pre-bid meetings, and coordination with service provider on technical matters
- Produced monthly MIS operational issues reports and suggest options to overcome those
- Coordinated, conducted, scheduled and recorded MIS technical team meetings with service providers
- Identified and designed new improvements required in MIS
- Weekly back-up of the data in MIS and VPS servers and maintained a logbook for backups
- Maintained the SMS gateway and other portals API (third-party tools) linked with the MIS
- Provide necessary training for staff on handling MIS, SharePoint and Task Tracking platforms and reported to management on staff progress.
- In charge of the official, trilingual program website ([www.inclusivegrowth.com.lk](http://www.inclusivegrowth.com.lk)) - development including layout sketching and development, MIS dashboard integrations, analytical reports generation and content management.
- Managed Office 365 Licenses with the coordination of Scope Global HQ ICT Team.

**Visiting Lecturer – Cyber Security & Analytics and Business Intelligence at International College of Business and Technology (ICBT) Sri Lanka (August 2017 to date)**

- Prepare and Develop lecture materials using recommended study materials
- Prepare laboratory simulators and virtual environments for penetration testing
- Deliver lectures for Cyber Security, Data Analytics, Business Intelligence for B.Sc IT/SE students
- Coordinate assignments with course coordinator and conduct evaluations as per the university regulations
- Final year project supervisor and facilitate mentorship sessions for students.
- Prepare and submit score sheets to the university
- Mentor students to conduct research studies

**Officer - Information and Communication Technology - Alliance Development Trust (March 2014 to May 2017)**

- Conduct research studies on Cyber security / Information security and prepare simulators (example: digital survey using Android tablets with security encryptions and centralized cloud database for an academic research project hosted by Baylor University (USA) on a Socio-Economic development project titled REEP)
- Assisted in developing IT Processes, IT Procedures, IT / Security Policies and regularly reported performance metrics to senior management.

- Conducted IT Training & Support for 6 regional centers (150+ end users) and maintained systems availability
- Conducted regular internal & web server architecture management.
- Managed and Updated IT Assets / Inventory
- Analyzed ICT services performance and recommends improvements.
- Gathered technical and infrastructure issues and deployed solutions.
- Initiated site surveys and structured network cabling for regional centers along with basic training sessions for new users about IT applications.
- Actively participated in Monthly/Weekly IT REVIEW Meetings.

**Information and Communication Technology Coordinator at National Christian Council of Sri Lanka (August 2012 to February 2014)**

- Implemented and managed Symantec End Point Protection Management Server as a high end Security Solution for entire domain while assigning Firewall, Device, Application & Security Policies to End Point Users
- Initiated Preventive Maintenances (BH) Process for all user PCs/ Laptops once a quarter & conducted IT Audit (software/ hardware) as per organizational policies.
- Implemented Internal data server (Windows Server 2003) & web server (Cent OS) architecture management
- Managed and Updated Asset Management and Incident Management Processes on a weekly basis.
- Developed IT processes, IT procedures, IT / Security policies and regularly reported performance metrics to senior management.
- Developed CMS driven dynamic website and provided training on updating the CMS website.
- Analyzed ICT services performance and recommended improvements.
- Supervised ICT Operational System staff on project implementation and delegated functions, providing support where necessary.
- Managed and allocated scheduled tasks to team members.
- Participated in weekly IT Review Meeting with management

**Consultancies/Assignments/External Engagements/Independent Projects:**

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|------------------------|---|------|
| Independent Researcher | Conduct qualitative and quantitative research & analysis on Electronic Recruitment system framework for Government of Sri Lanka – Link: <a href="https://goo.gl/Ksqi9S">https://goo.gl/Ksqi9S</a> | 2017 |
| Independent Researcher | Conduct independent research on Information Security - Link: <a href="https://goo.gl/SdhWyH">https://goo.gl/SdhWyH</a>  | 2016 |

|                              |   |                |
|------------------------------|---|----------------|
| ICT Consultant               | Consultant for Digitalization of Business Processes initiatives & Remote Conference 2021 - Methodist Church of Sri Lanka (MCSL)                             | 2021           |
| Treasurer                    | Internet Society – Sri Lanka Chapter (ISOC-LK)  | 2019 - Present |
| Mentor, Sector Judge         | HackaDev (Season 2) – UNDP Programme  | 2019, 2020     |
| Lead Organizer               | Startup Toolkit - An Incubation Event for local Entrepreneurs in Eastern Province hosting by North East Federation Chamber of ICT (NEFCICT)                 | 2018           |
| Panel Judge                  | Imagine IF – Entrepreneurship Bootcamp – Pitching Competition hosted and facilitated by Information Communication and Technology Agency of Sri Lanka (ICTA) | 2018           |
| Community Leader / Organizer | Startup Weekend Batticaloa hosted by TechStars (USA) – Google for Entrepreneurs   | 2018           |
| Mentor                       | National Youth Social Innovation Challenge (Ideation Phase) – UNDP Programme  | 2018           |
| Website Designer/Developer   | Development Concern Gte Ltd (Sri Lanka)<br><a href="http://www.developmentconcern.com">www.developmentconcern.com</a>                                       | 2018           |
| Executive Committee Member   | Mass Media Commission at NCCSL  | 2017 – Present |
| Mentor                       | E-Commerce for BizApp Hackathon – Season 4 hosted by Moses Holdings   | 2017           |
| Panel Judge                  | Eastern-Biz start-up programme (for the Tech-Entrepreneurs) hosted by GoSetup Pvt Ltd along with Ministry of Rural Development                              | 2017           |
| Lead Auditor                 | Conducted an annual IT audit on IT hardware and software for Ranjay Agencies Pte Ltd  | 2017           |
| Organizing Committee Member  | Startup Weekend – Batticaloa and Trincomalee hosted by TechStars (USA) – Google for Entrepreneurs   | 2017           |
| ICT Trainer                  | Conducted training for YMCA Batticaloa Staff  | 2016           |
| Associate Researcher         | TechForum Researchers Association, Sri Lanka  | 2017 - Present |
| Website Designer/Developer   | Designed and developed a website with online learning portal (LMS) for Youth Invest (Vietnam) <a href="http://www.youthinvest.net">www.youthinvest.net</a>  | 2015           |

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|----------------------------|---|--------------|
| Mentor                     | Data Privacy for BizApp Hackathon – Season 1 hosted by Moses Holdings   | 2015         |
| Website Designer/Developer | Website for World Evangelical Alliance (USA) for IDOP Project – <a href="http://www.idop.org">www.idop.org</a>                          | 2014         |
| Website Designer/Developer | Designed and developed a website for National Christian Council of Sri Lanka – <a href="http://www.nccsl.org">www.nccsl.org</a>         | 2013         |
| Consultant                 | Consultant – IT Projects and Infrastructure for DeafLink MCSL   | 2012 to date |
| Website Designer/Developer | Designed and developed a website for Macden Charities Inc. (USA) – <a href="http://www.macdencharities.org">www.macdencharities.org</a> | 2012         |

#### **Professional Courses, Certificates, Training, and Workshops:**

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| Microsoft  | Microsoft Certified Solutions Associate (MCSA) – Business Intelligence Reporting   | 2020 - 2021 |
| World Vision International   | Planning and Budgeting – FY20<br>Global Programme Information System<br>(Horizon)'s Business Process workshop – Bangkok, Thailand                      | 2019        |
| The Hong Kong Polytechnic University – EdEx (Online)- ISE101x                                      | Knowledge Management and Big Data in Business  | 2019        |
| Skills for Inclusive Growth & CAMID  | Inclusion for a community transformation - Gender & Disability   | 2018        |
| WinSYS Networks Pvt Ltd  | Microsoft Certified Solution Associate – (MCSA)  | 2018-2019   |
| American Center in Colombo and Information and Communication Technology Agency of Sri Lanka (ICTA) | Innovation and Go-To Market Strategy for Entrepreneurs   | 2017        |
| Miehlbradt Consulting Ltd (Australia)  | Monitoring Evaluation and Learning – Donor Committee for Enterprise Development (DCED) Standards for Results measurement in Private Sector Development | 2017        |
| WinSYS Networks Pvt Ltd  | Certified Information Security Manager   | 2016        |
| NetAssist  | IT Infrastructure Library – Foundation V3  | 2016        |

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| Project Management Solutions  | Certified Associate in Project Management                                      | 2015       |
| WinSYS Networks Pvt Ltd   | Certified Information Security Auditor   | 2015       |
| Organized by TechCERT's Dark-LAB in conjunction with Internet Society (INET Conference) | Workshop - Dealing with Cyber-Crimes in a globalized world (Digital Forensics) | 2015       |
| Organized by Uniting World in conjunction with Australian AID                           | Workshop - Design, Monitoring and Evaluation for Projects                      | 2015       |
| Youth Department, Methodist Church Sri Lanka  | Emerging Leaders' Summit   | 2013       |
| (CCENT) at Great Lake Holdings (SL - UK)  | Cisco Certified Entry Network Technician                                       | 2011       |
| CSC Computer Education  | Advanced Certificate in Hardware & Networking - (ACHEN)                        | 2009       |
| ACS Technology Systems  | Certificate in Computer Application Assistance                                 | 2008       |
| Sri Lanka General Certificate in Education - Ordinary Level                             | Distinction in ICT   | 2008/2007  |
| Student Competition jointly conducted by Ministry of Education & Microsoft Sri Lanka    | Participant  | 2007, 2006 |
| Eastern University of Sri Lanka   | Certificate in English Language  | 2006       |
| University of Cambridge, ESOL Examinations  | Key English Test   | 2005       |

**Non-Related Referees:**

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**Mr. Suthan Clarence | Director – Corporate Partnership & Engagement, World Vision Lanka**  
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**Mr. David Ablett | Team Leader – Skills for Inclusive Growth, Scope Global Pty Ltd.**  
 Phone: +94771013222 / +94652229296 | Email: [David.Ablett@inclusivegrowth.com.lk](mailto:David.Ablett@inclusivegrowth.com.lk)

**Rev. W.P. Ebenezer Joseph | President of the Conference, Methodist Church of Sri Lanka**  
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More referees can be provided upon request.

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I hereby declare that the particulars given above are true and correct to the best of my knowledge.

**Signed : Kajan Subash Balachundaram**

**24.01.2020**