SLTMOBITEL
The Connection

Sri Lanka Telecom PLC
Lotus Road, P.O. Box 503,
Colombo 01, Sri Lanka.

29th January 2025

To Whom It May Concern,

Dear Sir/Madam,

Company Profile

The name of the business: SRI LANKA TELECOM PLC

The nature of the business: TELECOMMUNICATION SERVICE PROVIDER

Overview of business and the services:

Sri Lanka Telecom (SLT) is the National Information and Communications Technology (ICT) solutions provider and the leading broadband and backbone infrastructure services provider of Sri Lanka. For over 163 years, the Company has served the Nation's need for connectivity, operating on fixed, mobile, and other operational segments. SLT fulfil the needs of over nine million customers in the island through its high-speed fiber, copper and wireless access network. Company's transformations into a digital service provider have enabled to move beyond telecommunications services, to provide a variety of services and solutions that cater to a digital lifestyle. SLT is positioned as a key global player by connecting Sri Lanka to the world through international submarine cable systems.

The Sri Lanka Telecom ("SLT") Group provides diversified services and a wide range of ICT solutions to its diverse customer base through the latest technologies. This cover fixed and mobile telephony, broadband, data services, Internet Protocol Television (IPTV), cloud computing and hosting services, and networking solutions. SLT's primary strategic segments are:

- Fixed ICT operations
- Mobile ICT operations
- Other segment operation

Official web site for more information: www.slt.lk

T +94 112 329 711 www.sltmobitel.lk
Company Registration: PQ 7

This is to certify that Mr. W A Sasith Wickramasinghe (Service No: 012224) has been employed on a permanent basis from 02-05-2014 in Sri Lanka Telecom PLC and resigned from the service on 21-02-2025. This officer was holding the post of an Engineer - IT Solutions DevOps at the time of his resignation. He was a full-time permanent employee who covered 40 hours of employment per week. As an Engineer - IT Solutions DevOps, he involved in many projects and carried out the duties and responsibilities mentioned below.

Responsibilities and Achievements: As an IT Solutions and DevOps Engineer and IT Solution and CRM/OSS/BSS/ERP Configurations & Development Engineer.

- Timely Design, developing, and implementing Microservices Architecture-based IT solutions and integrations between Clarity (OSS), Netcracker (BSS), Siebel (CRM), Oracle (ERP), and other IT platforms to effectively meet new products, services, and business requirements.
- Designing and implementing scripts and functions using Oracle PL/SQL, Java, JavaScript, Python, and Ansible to automate and optimize configurations in OSS, BSS, and CRM systems, driving improved operational efficiency.
- Delivering 2nd Level and 3rd Level support for IT systems, including OSS, BSS, CRM and in-house developed platforms, by efficiently diagnosing and resolving technical issues to maintain system performance and reliability.
- Managing and Timely design development of structural data modeling, data cleansing, and data migration while delivering pre-cutover planning and post-migration support for OSS, BSS, ERP and CRM systems and databases to ensure data integrity and system reliability.
- Designing, developing, and deploying frontend / backend APIs, including SOAP, gRPC, GraphQL, Webhooks, and RESTful web services, to enable seamless integration between OSS, BSS, ERP and CRM systems. Leveraging software development principles and design patterns to ensure scalability, performance, and efficiency.
- Designing and developing advanced integration mediation adapter (MDD) modules for Clarity (OSS) to enable seamless integration with telecommunications network elements. This includes implementing auto-provisioning capabilities for LTE 4G, 5G, UDR, IMS, SD-WAN, Carrier Ethernet Routers, Provider Edge Routers, and Network management systems from leading vendors such as Nokia, Ericsson, Huawei, and ZTE. Additionally, extending integrations to support platforms such as LDAP, PCRF, IPTV, and IoT, enhancing operational efficiency and optimizing service delivery.
- Analyzing user and change request (CR) requirements to design and deliver integrated software solutions that improve processes, streamline systems, enhance workflows, and elevate the customer experience.
- Performing platform integration command testing and implementing necessary adjustments based on results, utilizing tools such as SoapUI, Postman, Swagger documentations and similar testing frameworks.
- Contributing to the preparation and assessment of technical specifications as a member of the Technical Evaluation Team (TET), while also supporting the development of project plans, timelines, milestones, and deliverables.

- Addressing and delivering IT solutions for all aspects of auto-provisioning challenges related to Consumer, SME, and Enterprise customers within the Telecom network element provisioning ecosystem.
- Establishing production servers, implementing disaster recovery (DR) and backup solutions, maintaining high availability, and performing server readiness testing for deployment. Managing the deployment of software applications developed by the IT Solutions Development Section (ITSD) into the production (PR) environment, ensuring smooth and efficient implementation through Continuous Integration and Continuous Delivery (CI/CD) practices.
- Diagnosing and resolving technical challenges during product deployment to ensure seamless operations. Conducting functional testing, troubleshooting, and continuously monitoring deployed systems while providing technical support to internal and external stakeholders, ensuring successful implementation of projects, optimal system performance and promptly addressing any emerging issues.
- Enhancing customer applications and portals, as well as field service applications and portals, to align with evolving business requirements and support the organization's digital transformation initiatives. Upgrading and optimizing internal IT applications to drive innovation and operational efficiency.
- Empowering field service teams with cutting-edge, internally developed IT solutions and applications, including field apps, web portals, OSS systems, and more, while providing comprehensive support for daily operational activities.
- Provide support in developing and managing management and operational dashboards, enhancing information platform capabilities, and implementing predictive analytics. Ensure data accuracy and maintenance. Continuously improve customer apps and portals, as well as field services apps and portals, in alignment with evolving business needs, within agreed timelines.
- Identifies business and operational gaps, proposes improvement solutions, and designs, plans, develops, and implements IT systems using appropriate development languages and methodologies.
- Maintaining up to date "as-built" documentation and process manuals for ITSD applications, while implementing succession planning strategies to ensure their long-term sustainability.
- Overseeing project activities, preparing detailed progress reports, and coordinating meetings to ensure alignment with project goals and timelines.
- Gaining in-depth operational knowledge of developed systems to ensure their efficient management and optimal performance.
- Handle ITSD-related incident reporting and resolution within systems, and provide support for automating fulfillment, assurance, and audit management reports.
- Coordinate and collaborate with other technical teams to ensure issues are resolved promptly and efficiently.
- Coordinating user awareness training programs and fostering skill development for staff to effectively transition to new platforms.
- Implementing industry standards including business continuity plan BCP (ISO 22302:2019), ISMS (ISO 27001:2013), ISO 9001:2015, and 5S practices in accordance with SLT's policies and guidelines.

Notable Projects: Contributed and led several major projects, including:

1. **Clarity Version Upgrade Project (2015 / 2018 / 2023):**
   - Successfully upgraded and migrated the Oracle Database to 19c, along with upgrading Clarity OSS to newer versions, ensuring improved functionality and system compatibility.
   - Timely delivered the OSS C12 version upgrade, managing all phases of implementation in collaboration with the IT team.
   - Designed and developed System Connect Web Services within the Clarity OSS architecture for seamless integration.
   - Contributed to the solution design of new product and service configurations, including developing the Network Inventory as a system analyst.
   - Played a critical role in the FTTH project, automating workflows and provisioning processes to support Network Inventory and auto circuit design aligned with business and technical requirements.
   - Coordinated with vendors, suppliers, and service providers to meet performance standards and contractual obligations.
   - Diagnosed and resolved OSS database configuration issues while managing regular administration tasks.
   - Collaborated with the Clarity support team to identify, investigate, and resolve issues, ensuring system stability.
   - Provided onsite support, troubleshooting, and diagnostics, while coordinating with internal engineers, end-users, and the Clarity support team.
   - Leveraged Clarity OSS tools to optimize cellular network provisioning, network element management, and overall network performance.
   - Configured and managed the OSS platform for Fault, Configuration, and Performance Management.
   - Served as a Technical Evaluation Team member for OSS and Workforce Management development projects.
2. **Mint CRM, SOA, MDM Implementation Project (2018 - 2020):**
   - Implemented Mint CRM, achieving a 98% improvement in customer data accuracy and integrating it seamlessly with OSS systems to enhance operational efficiency.
   - Designed and deployed Service-Oriented Architecture (SOA) enhancements, reducing integration time by 90% and enabling efficient data sharing across CRM, OSS, and business applications.
   - Led a Master Data Management (MDM) architecture upgrade, improving data consistency by 80% and optimizing analytics capabilities across platforms.
   - Applied DevOps practices to automate CRM deployment, reducing manual effort by 50% and increasing deployment speed and reliability by 60%.

3. **BSS Version Upgrade Project (2023 - 2024):**
   - Deployed the CRM, OSS, ERP API integration for BSS version upgrade successfully within four days, ensuring smooth integration and functionality across the updated systems.
   - Conducted comprehensive workflow testing as a system analyst during the BSS version upgrade, verifying system compatibility and performance post-upgrade.
   - Completed the BSS, OSS integration development developed custom web services for BSS successfully within three days, enhancing system stability and functionality.
   - Achieved successful completion of the BSS Version upgrade project in just two days, minimizing downtime and service interruption.
4. **RIBE Application Development:** Designed and implemented a web-based provisioning interface, integrating various platforms for seamless service management.
5. **I-Shamp Application:** Developed a web and mobile platform solution integrated with OSS, streamlining Fiber-to-the-Home (FTTH) workflows and enhancing user experience.
6. **Fault Distribution System and Fault Localizer Integration:** Created a web-based, mobile application to optimize task allocation across workgroups, integrated with the MY SLT app.
7. **Neily Mobile Application:** Spearheaded the development of "Neily," a mobile app designed for SLT employees to streamline internal operations and improve workflow efficiency.
8. **Wi-Finder Mobile Application:** Created a mobile app for optimizing Wi-Fi router placement, improving network performance for end-users.
9. **Incentive Systems:** Developed an integrated incentive management system for both internal and external dealers, synchronized with OSS and CRM platforms to ensure seamless reward tracking.
10. **Bulk SMS System:** Implemented a robust SMS gateway and queue handling system for efficient billing and marketing communications, optimizing message delivery to customers.
11. **Falcon Workflow and Inventory Management System:** Led the development of Falcon, a web-based system designed for workflow and inventory management of core fiber projects, integrated with OSS and ERP systems to ensure accurate tracking and resource management.
12. **Customer Feedback Management System:** Developed a flexible, configurable system for collecting and analyzing customer feedback across multiple platforms.

This letter serves to acknowledge and certify Mr. W.A.S. Wickramasinghe's outstanding contributions to Sri Lanka Telecom, demonstrating his exceptional technical expertise, leadership, and innovative problem-solving abilities.

This letter is issued at the request of Mr. W A Sasith Wickramasinghe.

Yours faithfully,

K.W.N.P. Silva
Manager – HR Operations
HR Operations Section
Sri Lanka Telecom PLC.

Nayomi Silva
Manager /HR Operations-II
HR Operations Section
Sri Lanka Telecom PLC