



Mary Merlin

Programme Coordinator

Experienced professional with expertise in Data Management, Quality Assurance, and Program Coordination. Skilled in optimizing operations, ensuring accuracy, and fostering team collaboration. Seeking to leverage these skills to drive organizational success.

Contact

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Address

Bloemendhal Road. Colombo 15

Education

2020 - 2023

Pearson BTEC HND in Computing
ESOFT Metro Campus

2018

G.C.E Advanced Level
C/Good Shepherd Convent

Certificates

2018

Diploma in Fundamentals of Aviation
Sri Lankan Aviation College

2016

AAT Level - 01
Jayasekara Management Center

Experience

○ **May 2023 - January 2024**

Business Management School (BMS)

Programme Coordinator

I oversee the Graduate Diploma in Management (GDM) Pearson BTEC Level 6 Programme. Responsibilities include conducting QA procedures, liaising with academic departments, and managing registrations for local and international institutes through Pearson, TVEC, and CMI platforms

○ **January 2023 - March 2023**

Global System Solutions International

Regional Coordinator

As Regional Coordinator at Global System Solutions International, I ensure smooth operations in Colombo and Kurunegala. I'm the primary point of contact for regional matters, managing JIRA tickets and monitoring project SLAs.

I optimize resource allocation, liaise with project managers for data accuracy, and ensure task SLAs are met, maintaining project accuracy at 96%.

○ **September 2021 - October 2022**

Adventus Education

Team Leader - Quality Assurance

I'm responsible for optimizing team performance by planning assignments, monitoring metrics, and providing coaching. Additionally, I oversee day-to-day operations, review department overrides, and foster a collaborative environment for effective communication and innovation.

○ **August 2019 - August 2022**

Adventus Education

Team Leader - Data Entry

As the Data Entry Team Leader, I oversee task assignment, monitor progress, and ensure data accuracy. I troubleshoot issues, maintain quality standards, and support team members for continuous improvement. Additionally, I drive process optimization to align operations with organizational goals.

○ **December 2018 - July 2019**

Adventus Education

Data Entry, Quality Assurance Operator

I handle the initial steps of data management by organizing incoming mail and documents for entry. I collect, record, and analyze data, ensuring accuracy. Additionally, I code information, resolve processing issues, and maintain data quality and confidentiality.