Dulitha Ratnapala

LMS Administrator · Moodle · Learning Systems and Support

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PROFILE

LMS administrator with almost six years in software and learning technology, including four and a half years at a Melbourne eLearning studio, the last two as its sole employee. Main administrator of a state government department's training portal of over 3,800 users, and leads day-to-day delivery of its rebuild on Moodle 5.0, from requirements and the role and permissions matrix to vendor management, user acceptance testing and release sign-off.

Manages users, roles, enrolments, certificates, notifications and scheduled tasks, runs learner support by email and live chat, and produces a government program's quarterly and monthly reporting. Also builds Storyline 360 and Rise 360 courses (SCORM 1.2, WCAG 2.1 AA) and small PHP and JavaScript tools to fill gaps in vendor-built platforms.

KEY SKILLS

- **LMS administration:** Moodle 5.0 and a Drupal-based LMS: users, roles and permissions, enrolments, cohorts, certificates, notifications, email templates, scheduled tasks, completion reporting, learner and administrator support by email and live chat
- **Project and vendor delivery:** requirements and permissions models, issue tracking in Excel and SharePoint, minutes and action logs, change requests and vendor billing checks, user acceptance testing and release sign-off (ISTQB CTFL), stakeholder reporting
- **Reporting and documentation:** Excel, data reconciliation, recurring program reports, user guides, developer handover packs, specifications
- **eLearning:** Articulate Storyline 360 and Rise 360, SCORM 1.2 packaging, WCAG 2.1 AA accessibility, scripts and review rounds with subject matter experts, Go1 content marketplace
- **Technical:** PHP, JavaScript, HTML/CSS, SQL, Python, AWS, Google Workspace, Microsoft 365, LiveChat (customer support), AI-assisted development (Claude Code) for scripts and small tools

EXPERIENCE

Production Manager and Developer Programmer

Mar 2022 – Present

The Big Canvas · Melbourne (remote from Sydney)

eLearning studio serving government, education and corporate clients. Responsible for project delivery, LMS administration, course production, reporting and IT, reporting to the director.

LMS administration and support

- Main LMS administrator and support contact for client platforms, including a state government department's legacy Drupal-based portal (2022–2026) and its Moodle 5.0 replacement: users, roles, enrolments, certificates, scheduled tasks, support inbox and live chat
- Reviewed and corrected the new Moodle site's 26 system email templates, restoring a missing survey link and adding add-to-calendar links (live Oct 2026)
- Build and update courses in Articulate Storyline and Rise, package SCORM 1.2, and manage the company's 50-course catalogue on the Go1 marketplace, including its WCAG and compliance attestations
- Audited 40+ modules against WCAG 2.1 AA and planned their remediation

Delivery and vendor management

- Lead day-to-day delivery of the department's LMS rebuild from requirements through launch (Feb 2026) and ongoing releases, moving its training portal, now over 3,800 users, from a Drupal-based LMS to Moodle
- Analysed the old Drupal-based LMS and documented its functionality and workflows for the 2024 proposal to the department, then wrote the requirements and the role and permissions matrix for the new platform
- Run separate weekly meetings with the offshore development vendor and the Australian training delivery partner, keep the minutes and action log, and maintain the issue tracker (about 140 functional items)

- Test and sign off every release on staging and production, and check the vendor's billed hours against approved change requests
- Before the new system emails went live (Oct 2026), found about 3,200 queued sign-in alerts that would have gone to real users, and had them cleared before outbound email was switched on

Reporting, data and documentation

- Produced 17 consecutive quarterly reports for a government program (2022–2026) plus monthly training reports, and cut each report's turnaround from 2–3 days to under a day with reusable templates
- Audited completion reports record by record in Excel and Python, traced 800+ mismatches to a data-migration rule, and confirmed every fix
- Wrote user guides of up to 30 pages for school leaders, facilitators and administrators, plus developer handover packs

Technical

- Built supporting tools outside the vendor's scope and hosted separately from the main platform: help and FAQ pages with an admin panel, a training enquiry form, a certificate designer and an add-to-calendar tool (PHP, JavaScript)
- Manage the company's hosting and IT (AWS, web servers, Google Workspace, network storage)

Software Engineer — Dec 2020 – Jan 2022

Sisara Corporation · Colombo, Sri Lanka

In-house software team for a diversified group of companies.

- Built and maintained websites for the group's companies with PHP, MySQL, HTML/CSS and JavaScript

EDUCATION AND CERTIFICATIONS

Master of Engineering Science (Robotics) · UNSW Sydney · part-time — Expected 2027

Bachelor of Engineering (Hons), Software Engineering · London Metropolitan University — 2018
Upper Second Class Honours · with credit transferred from the BCS qualifications, completed while still at secondary school

Professional Graduate Diploma in IT (BCS HEQ Level 6) · BCS, The Chartered Institute for IT — 2017

Pearson Edexcel International A Levels (4 A*) · Colombo International School — 2020

ISTQB Certified Tester Foundation Level (CTFL) · ISTQB — 2018

CSSL Student Award, National ICT Awards · Computer Society of Sri Lanka — 2019

LANGUAGES

English (fluent) · Sinhala (native)