



# SHANIKA DILRUKSHI

Post-Graduate Researcher



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## PROFILE SUMMARY

A motivated and academically accomplished individual currently pursuing a **PhD in Civil Engineering and the Built Environment at Liverpool John Moores University**, funded by the Faculty of Engineering and Technology. My research focuses on developing a transparent and replicable Multi-Criteria Valuation Model (MCVM) to assess the long-term value of future housing in the UK, integrating sustainability, ESG, adaptability, resilience, and financial risk.

I hold a **First-Class BSc (72%)** and an **MSc in Real Estate (Distinction, 76%)** from LJMU, where I developed a passion for knowledge-sharing and collaborative learning. My professional background in residential property has been marked by fast progression and cross-functional training, reflecting strong organisational and managerial strengths. I combine academic excellence with practical experience to contribute meaningfully to teaching, research, and evidence-based innovation in housing and valuation.

## WORK HISTORY

**Doctoral Researcher**, *John Moores University, School of Civil Engineering & Built Environment, Liverpool, UK*  
Feb 2025 - Current

Developing a transparent and replicable Multi-Criteria Valuation Model (MCVM) to assess the long-term value of future housing in the UK. The model integrates sustainability, ESG, adaptability, resilience, and financial risk to inform investment and planning decisions. Aligned with UK policy targets including Net Zero 2050 and sustainable housing development priorities.

**Research Assistant**, *John Moores University, School of Civil Engineering & Built Environment, Liverpool, UK*  
Jun - Nov 2023

Currently assisting academic research on developing a capacity building framework for implementing off-site construction practices in SMEs with the senior lecturer, Volkan Ezcan and Principal Lecturer Damian Fearon (Expected to be published by January 2024)

### Business Operations Manager

Promoted from **Business Development Administrator** *Oxygen Property Partners (Open House Estate Agents), Liverpool, UK*  
2022— Current

Led a team of 5 Virtual assistants with the responsibility of maintaining the KPIs within the Sales and Lettings sectors of the business. This involved managing 70 bedrooms in 12 HMO houses around Liverpool and provide advice on improving business processes with new models and systems to enhance business performance.

## AREAS OF EXPERTISE

- Notes preparation, Training manuals, Tutorials and Workbooks.
- Customer Service, Complaint Handling and Stakeholder Management
- MICROS OPERA & Cloud-based PMS
- Process Improvement & Change Management
- Sales & Revenue Generation
- Staff Training
- Event Organising, Coordinating & Managing.
- Business Analysis, Planning & System Implementation
- Operations & Project Management
- Staff Training

## PROFESSIONAL DEVELOPMENT

- **3is – Information, Ideas & Insights Programme**, LJMU Teaching and Learning Academy (March 2025)

## EDUCATIONAL ACHIEVEMENTS

- Distinction **(76%)** in MSc Real Estate, *Liverpool John Moores University, UK* 2023
- First Class **(72%)** Graduate in Events, Tourism & Hospitality Management, *University of Plymouth, UK* 2018
- Foundation for bachelor’s degree, *National School of Business Mgt, Sri-Lanka* 2014
- UK General Data Protection Regulation (GDPR) for Estate Agents, *Access Learning (Online) (Score: 100%)* 2022
- Anti-Money Laundering for Estate Agents, *Access Learning (Online) (Score: 90%)* 2022
- Research Ethics Training, *Liverpool John Moores University (Score: 100%)* 2023
- Runners up in “EG Radius Student Essay competition” 2023

<div>TECHNOLOGICAL SKILLS</div>	<div>WORK HISTORY</div> <div>Continued.....</div>
<div> <ul style="list-style-type: none"> <li>EndNote   Litmaps &amp; Connected Papers</li> <li>NVIVO &amp; SPSS</li> <li>Utilising AI Tools (including ChatGPT, Bing &amp; Bard) in researching and self-learning new subject areas.</li> <li>MICROS OPERA &amp; Cloud-based PMS</li> <li>Microsoft 365 Office Suite (Word, Excel, PowerPoint, Publisher, Outlook)</li> <li>Google Tools such as Google docs, Google keeps, track, Google Admin console, contacts, calendar, workspace</li> <li>ASANA project management</li> <li>XERO, QuickFile &amp; PayProp</li> <li>CANVA Graphic Designing</li> <li>Wordpress Website Developing</li> <li>Drawing process flow diagrams on Lucid Chart</li> <li>Navigating in lettings-related websites and applications such as Tenancy Deposit Schemes (TDS), Lettings Ref. Sourced Properties, Arthur Online, Council Websites, and Planning Portals, UKALA, NRLA, etc.</li> <li>Filling CIS, Company accounts, confirmation statements, AML renewals online on HMRC &amp; Companies House websites.</li> </ul> </div>	<div> <div> <b>Operational Supervisor</b> <i>Promoted from Front Office Executive</i> <i>Mandaram Eco Resort, Sri Lanka</i> 2020—2021 </div> <p>Ensured the quality standards throughout the hotel while providing an excellent experience for the guests in a boutique resort with 6 villas accommodating over 50 guests per night.</p> <div> <b>Project Head - Luxman Traders</b> <i>[Wholesale &amp; Retail Tea Dealer]</i> 2019—2020 </div> <p>Successfully systemised a wholesale and retail one-stop shopping center with a POS system, Inventory, and remotely monitored CCTV system, as the shop was operated manually for over 25 years.</p> <div> <b>Agent Front Desk - Amari Galle, Sri Lanka</b> <i>by ONYX Hospitality Group (Currently, Radisson Blu Galle)</i> 2018—2019 </div> </div> <div>RESEARCH EXPERIENCE</div> <div> <p>Theory to Practice: Development of a comprehensive capacity building framework to enhance organisational resilience in a dynamic business landscape – <i>To be published on January 2026</i></p> <p>Conference paper on “Unique Selling Propositions of MICE Tourism for Sri Lanka - A Conceptual view” at 2018 International Conference on Business Innovation (ICOB), 25-26 August 2018, NSBM</p> </div> <div>OTHER EXPERIENCES</div> <div> <ul style="list-style-type: none"> <li>Recruited and trained 5 unemployed Sri-Lankan mothers to build a virtual assistant team to provide administrative support to a UK real estate company.</li> <li>Trained 4 front office interns at Amari Galle in basic departmental activities and Opera PMS.</li> <li>Hosted and managed aviation-related events for colleagues to explore career opportunities.</li> <li>Volunteered as course coordinator assistant to prepare tutorials, lecture notes, and referencing guides.</li> <li>Conducted group study sessions with self-prepared notes to support classmates in their studies.</li> </ul> </div>
<div>LANGUAGE SKILLS</div> <div> <ul style="list-style-type: none"> <li>English (Fluent)</li> <li>Sinhala (Native)</li> </ul> </div>	
<div>REFERENCES</div> <div>Available on Request.</div>	

I certify that all the information provided in this CV is true to the best of my knowledge.

Shanika Dilrukshi 09/04/2025