

AISHA DHINADHI

Microsoft Certified Trainer | Presales Consultant | AI & Cybersecurity Specialist

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Blog: kloudschool.com | LinkedIn Page: The Data House

PROFESSIONAL SUMMARY

Microsoft Certified Trainer (MCT) and Presales Consultant with 3+ years of experience helping enterprise and SMB organisations across South Asia adopt and maximise Microsoft technologies — from Microsoft 365 Copilot and Azure AI to Power Platform and Information Security solutions. Proven track record delivering 70+ workshops, leading end-to-end presales engagements, and driving measurable technology adoption. I am currently pursuing an MSc in Information Security at the University of Colombo. I am an active speaker in the Microsoft and AI community. Based in Auckland, New Zealand.

PROFESSIONAL EXPERIENCE

Presales Consultant

Sep 2024 – Apr 2026

Tech One Global Lanka (Pvt) Ltd · Colombo, Sri Lanka

- Led 70+ workshops and training sessions on Microsoft 365 Copilot, Security Copilot Studio, and Copilot for enterprise and SMB clients across banking, insurance, and HR sectors
- Drove end-to-end presales engagements — from customer discovery and solution mapping through RFP responses, proof-of-concept delivery, and proposal development
- Delivered tailored Copilot demos and AI productivity sessions, conducting persona-based adoption programmes for client organisations and enterprise accounts
- Collaborated cross-functionally with sales and technical teams to design scalable Microsoft architectures aligned with client business goals
- Monitored pipeline health and advised on win-rate improvement strategies; supported post-sales adoption and long-term client success
- Represented Tech One Global as a speaker at the Global AI Bootcamp (Bangalore, 2025) and AI Community Sri Lanka — showcasing Microsoft AI capabilities to the regional community
- Created enablement assets and internal training materials to improve sales, delivery, and partner teams

Systems Engineer

Sep 2022 – Sep 2024

Tech One Global Lanka (Pvt) Ltd · Colombo, Sri Lanka · On-site · 2 years 1 month

- Supported Modern Work presales by preparing tailored technical documentation, solution architectures, and competitive analysis for client proposals
- Led Microsoft 365 Copilot and Microsoft Viva training and adoption initiatives for SMB and enterprise clients, driving measurable productivity improvements
- Implemented Microsoft security features — Secure Score hardening, Purview, DLP — to strengthen client data protection postures
- Built Power BI dashboards to surface and visualise data from Microsoft 365 Admin Centers, enabling data-driven decision-making for clients
- Delivered 24/7 Level 2 and Level 3 infrastructure support, maintaining strict SLA compliance across client environments
- Facilitated Customer Immersion Experiences (CIEs), onboarding sessions, and feature enablement workshops to drive user adoption
- Key project deliveries: Azure AD Connect, MFA, Intune, Power BI, and Microsoft Defender deployments for DFCC Bank, PwC, SLIIT, Lanka Clear, and Central Finance

Executive — Industrial Engineering

Jan 2022 – Sep 2022

MAS Holdings – Unichela (Pvt) Ltd · Koggala, Sri Lanka · 1 year 7 months

- Designed control systems to minimise production costs and resolve quality failures across manufacturing operations
- Developed production standards and facility layouts in collaboration with management, driving efficiency improvements across the production floor
- Conducted cost analyses, prepared material and equipment lists, and managed procurement to optimise operational efficiency
- Trained staff on new processes, machinery operations, and standard operating procedures, building cross-functional capability
- Developed monitoring applications to track case study data and support continuous process improvement initiatives

EDUCATION

Master of Information Security

Feb 2024 – Present (Reading)

University of Colombo School of Computing · Sri Lanka

Bachelor of Science — Physical Science

2018 – 2021

University of Kelaniya · Sri Lanka

Computer Science, Pure Mathematics, Chemistry

Diploma in Information Technology

2019 – 2021

University of Colombo School of Computing · Sri Lanka

MICROSOFT CERTIFICATIONS

• Microsoft Certified Trainer (MCT) Feb 2026	• SC-100: Microsoft Cybersecurity Architect
• SC-400: Information Protection & Compliance Administrator	• SC-300: Identity and Access Administrator Associate
• SC-200: Security Operations Analyst Associate	• SC-900: Security, Compliance & Identity Fundamentals
• MS-900: Microsoft 365 Fundamentals	• AI-900: Azure AI Fundamentals
• PL-900: Power Platform Fundamentals	• Career Essentials in Generative AI — Microsoft & LinkedIn (2025)
• Microsoft Copilot Partner Bootcamp FY24 — Microsoft GPS	• FY25 Microsoft 365 Business Value Sales Proficiency Badge
• Microsoft Badges: Sales Professional, PreSales Technical Professional, Copilot Expert	

ADDITIONAL CERTIFICATIONS

• Marketing Innovative Products & Services — University System of Maryland	• Product Design, Prototyping & Testing — University System of Maryland
• Product Management Fundamentals — University System of Maryland	• Agile Innovation & Problem-Solving Skills — University System of Maryland
• Statistical Thinking for Data Science & Analytics — Columbia University	• Certificate in Computer Applications (Distinction) University of Colombo

TECHNICAL SKILLS

Microsoft Cloud & AI

Microsoft 365 Copilot · Copilot Studio · Microsoft Entra · Microsoft Purview · Microsoft Defender · Exchange · SharePoint · Teams · Endpoint Manager (Intune) · Azure OpenAI · AI Hub · Microsoft Viva

Power Platform

Power BI · Power Apps · Power Automate

Programming

Python · JavaScript · Java · C · C# · .NET · PowerShell ISE

SPEAKING & COMMUNITY

- Speaker — AI Community Sri Lanka November Meetup 2025: Building Custom Copilots with Microsoft Copilot Studio (hosted at Microsoft Sri Lanka)
- Speaker — Unlocking AI-Driven Productivity (Enterprise Event, 2025)
- Participant — Global AI Bootcamp 2025, Microsoft Reactor Bengaluru
- Speaker — Tech One Global x Microsoft Copilot Launch Event: Discovering the Power of Copilot and Uncompromised Security
- Technical Trainer — Microsoft Copilot Studio Agentic AI Hackathon
- Blogger — AI, cybersecurity, and Microsoft technologies at kloudschool.com
- Publisher — The Data House (LinkedIn): Power BI dashboards and data visualisation

NON-RELATED REFEREES

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