Travis Samaranayake

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# Work Experience

## Level II Technician

KPC HEALTHCARE - Tustin, CA

December 2018 to Present

* Provide remote and onsite technical support for four Orange County Hospitals including its local partners.
* Provide afterhours remote and onsite technical support for the same locations and offsite users.
* Troubleshoot all software, hardware and configuration issues that may arise on windows desktops, laptops, thin-client mobile workstations, including tablets and mobile devices.
* Setup, configure, and deploy company owned tablets and mobile devices for end users.
* Configure and install thin-client system to mobile workstation, including programming and installing hand scanners to the thin-clients, troubleshoot and replace any paraphernalia connected to the workstation, configure display settings, and any power related issues with the mobile workstation.
* Build and image company owned laptops and desktop workstations; including installing and configuring daily operations software, and any approved special request installations and or configurations.
* Perform preventative maintains on desktop computers, and replace any paraphernalia as needed.
* Deploy and setup new user workstations for medical floor users and ancillary users throughout all local locations.
* Configure, modify, deploy and replace Cisco VoIP desktop and Wi-Fi phones using the Cisco Unified Communications Manager (CUCM) suite.
* Troubleshoot any phone related issues and sent out unrepairable or defective phones to the vendor for repairs and or replacements after documenting issue.
* Add, modify, delete, configure printers in RICOH print server.
* Deploy multifunction RICOH printers and perform basic troubleshooting request.
* Work in close liaison with infrastructure team to perform preventative maintains on nine network closets (IDF) and the main sever room for the whole KPC enterprise.
* Work closely with infrastructure team and troubleshoot any Wi-Fi or network related issues.
* Project manage network cabling request for all four KPC hospitals, corporate office, and local partners in Orange County; work along with department leadership and cabling vendor till project completion; document and balance vendor accounts with company AP department.
* Trace and test out network ports for medical equipment connectivity.
* Assist with lab instrument connectivity and configuration.
* Assist hospital engineering and security departments to connect and configure audio video equipment, help manage and connect surveillance equipment to the network, as well as assisting both teams with any IT related concerns and issues.
* Work alongside hospital engineering team(s) to troubleshoot any hospital overhead paging related issues.
* Assisted IT director to fulfill any emergent request needed by medical floor and ancillary department leadership.
* Take inventory of equipment, maintain and organize warehouse.
* Document all “end-of-life” equipment and setup e-waste pickup.
* Create knowledgebase articles and documentation for the helpdesk team to provide one call resolutions and to help achieve SLA goals.

## Help Desk Technician

Robert Half (KPC HEALTHCARE) - Tustin, CA

March 2018 to December 2018

* Provided first level remote support to partners at all Orange County locations
* Add, disable and modify user Active Directory account as instructed in security forms provided by HR as well as department leadership.
* Troubleshoot corporate office workstations, laptops and peripherals
* Direct incoming calls regarding system applications to appropriate team.
* Manage ticketing system for remote service requests such as software installs, account configuration, system configurations.
* Support remote users with any VPN and connectivity issues.
* Investigated and escalated ongoing issues
* Dispatched field technicians when replacement equipment or in service support is needed.

## IT Support Specialist

Taco Bell - Irvine, CA

August 2017 to March 2018

* First point of contact for all POS support to every location nationwide
* Troubleshoot a vast array of technical problems such as store POS system, kitchen display, order confirmation board, back-office PC, multi-function printer, drive-thru timer, network connectivity, credit card machine’s
* Assist with application issues, disk, & database errors; perform HDD for all register and back-office PC• Analyze and assisted store managers with any Human Resources issues during employee onboarding, wage & job title changes, sharing & transferring employees

## IT Support Technician

Blended Creatives - Los Angeles, CA

February 2014 to August 2017

* Building, installing, maintaining and troubleshooting MAC & Windows desktops and laptops
* User account administration
* Software and license installation
* Application debugging
* User support (phones, email tracking system and at users’ desk)
* Develop and document tools/procedures
* Provide desktop and hardware support
* Manage all PC and MAC OSX build out within the studio
* Perform daily and weekly updates on systems and software for longevity
* 24hour on call support for users on travel and offsite users
* Document and Monitor ticketing system

## Logistics Coordinator

Pan Pacific Express Corp - Torrance, CA

February 2013 to February 2015

* Assisted in managing the distribution of goods imported by clients
* Liaise with overseas and US offices, partners and agents
* Verifying proper import documents are in place before releasing cargo
* Regularly providing client status reports
* Administrative assistant to the General Manager
* Troubleshoot PC and printers when needed

## Computer Repair Technician

High Tech Gadgets - Austin, TX

August 2008 to January 2013

* Repair customers phones, tablets, computers
* Liaise with overseas parts distributer for new orders
* Phone and equipment sales
* Troubleshoot customer PC’s and laptops – backup and imaging
* Maintain inventory
* Scheduling and Payroll

# Skills

* Strategic Planning
* Forecasting
* Active Directory
* Cisco phone configuration and setup
* Windows support
* Software installs, configuration and testing
* IT project management
* Network support
* Remote support
* Network cabling
* LAN
* VoIP
* Technical Support
* Operating Systems
* TCP/IP
* WAN
* Troubleshooting
* Ethernet
* Application Support
* VPN
* DHCP
* Mac OS
* Load Balancing
* Software troubleshooting

# Certifications and Licenses

**Imprivata support specialist**

March 2021 to March 2022

**A+ currently enrolled**