

# HESHAN RASHMIKA

## IT SUPPORT / NETWORK ENGINEER (UNDERGRADUATE)

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### **SUMMARY**

Dynamic and motivated IT professional with strong skills in network administration, system troubleshooting, and IT infrastructure support. Proven experience in server maintenance, hardware/software deployment, and user support. Dedicated to delivering secure and efficient IT services and currently pursuing a degree in Computer Science (Network Technology & Cybersecurity).

### **PROFESSIONAL EXPERIENCE**

#### **Executive – Information Systems & Network**

**Feb 2025 – Present**

*Flemingo Duty Free (Pvt) Ltd – Katunayake Head Office*

- Manage server infrastructure, including maintenance, monitoring, and backup operations (Servers & NAS)
- Maintain full CCTV system: installation, monitoring, troubleshooting, and footage management
- Install and support network infrastructure (routers, switches, APs, VLANs)
- Perform structured network cabling: routing, patch panel termination, labeling, and testing
- Troubleshoot and resolve network connectivity and system issues across departments
- Support POS devices, printers, IoT equipment, and business-critical hardware
- Install and configure Windows OS, Microsoft Office, and organizational software tools
- Provide user support for IP configuration, remote desktop access, and general IT troubleshooting

#### **IT Network & Infrastructure Intern**

**July 2024 - Feb 2025**

*Ansell Textile Lanka – Seeduwa*

- Assisted with network and server setup, configuration, and troubleshooting
- Installed and upgraded hardware and software with minimal operational disruption
- Monitored network and server performance to reduce downtime and security risks
- Supported data backup operations and contributed to infrastructure security improvements
- Diagnosed and resolved various hardware, software, and connectivity issues

### **TECHNICAL SKILLS**

#### **Networking & Infrastructure**

- Network Administration (LAN/WAN), VLANs, DHCP, DNS
- Structured Network Cabling, Patch Panel Termination, Cable Testing
- Router, Switch, Access Point Installation & Configuration
- Windows Server Administration (basic)
- CCTV System Installation, Monitoring & Troubleshooting

#### **Systems & Tools**

- NAS Backup Management, System Monitoring Tools
- VPN Connections: FortiClient VPN, SonicWALL GVC
- Remote Desktop, AnyDesk, Ultra Viewer, Team Viewer
- Microsoft Windows & Office Deployment
- IT Asset Management, Ticketing Systems

- Version Control (Git)
- Microsoft Azure (Basic), AWS Cloud (Basic)
- SQL Workbench, GUAF System
- Tools: NetBeans, VS Code, Android Studio, Figma, Canva

## **CERTIFICATIONS**

### **Cisco Networking Academy (NetAcad) - (In Progress)**

- Cisco CCNA – Introduction to Networks (Completed )
- Cisco CCNA – Switching, Routing, and Wireless Essentials ( Completed )
- Cisco – Introduction to Cybersecurity ( Completed )

## **EDUCATION**

<b>Bachelor of Computer Science (Hons)</b>	<b>(Ongoing)</b>
• <i>Lincoln University</i> — Network Technology and Cybersecurity Special	
	<b>(2022 – 2024)</b>
<b>Higher Diploma in Information Technology</b>	
• <i>Institute of Universal Higher Studies</i>	
• GPA - 3.2	
<b>G.C.E. A/L – Mathematics Stream</b>	<b>(2017 – 2020)</b>
• <i>St. Mary's College - Negombo</i>	
• S - 4	
<b>G.C.E. O/L</b>	<b>(2006 - 2017)</b>
• <i>St. Anne's College - Negombo</i>	
• B - 2   C - 4   S - 3	

## **LANGUAGES**

- Sinhala (Fluent)
- English (Basic)

## **EXTRA ACTIVITIES**

- Group Project Leader – Institute of Universal Higher Studies
- Planet Protector Team Member – Institute of Universal Higher Studies
- Active Member – Science Society, Volleyball Team

## **REFERENCES**

- **H G Haritha Dewwiman**  
Associate Manager – *IT Network & Infrastructure, Ansell Textiles Lanka*  
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- **Lakshan Maduranga**  
Senior Executive - *Information Systems, Flemingo Duty Free Pvt (Ltd)*  
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I hereby declare that the information provided above is true and accurate to the best of my knowledge.  
Yours sincerely,

M.A.Heshan Rashmika