

# HESHAN RASHMIKA

## IT SUPPORT / NETWORK ENGINEER (UNDERGRADUATE)

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143, Rajasingha Road, Kurana, Negombo

[LinkedIn](#) | [GitHub](#)

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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**

### **Bachelor of Computer Science (Hons)**

**(Ongoing)**

- *Lincoln University* — Network Technology and Cybersecurity Special

**(2022 – 2024)**

### **Higher Diploma in Information Technology**

- *Institute of Universal Higher Studies*
- GPA - 3.2

**(2017 – 2020)**

### **G.C.E. A/L – Mathematics Stream**

- *St. Mary's College - Negombo*
- S - 4

**(2006 - 2017)**

### **G.C.E. O/L**

- *St. Anne's College - Negombo*
- 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