HESHAN RASHMIKA

IT SUPPORT / NETWORK ENGINEER (UNDERGRADUATE)

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📍 171/5, Behind the Railway Station, Seeduwa
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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

Junior Executive – Information Systems & Network   **Feb 2025 – Present**
Flemingo Duty Free (Pvt) Ltd – Katunayake Head Office

- Performed server maintenance and handled NAS backup systems
- Installed and maintained network infrastructure (routers, switches, cabling, APs)
- Handled POS printer and IoT device installation and troubleshooting
- Installed Windows OS and Microsoft Office packages
- Provided basic IP, remote desktop, and cable support across the company

IT Network & Infrastructure Intern   **July 2024 - Feb 2025**
Ansell Textile Lanka – Seeduwa

- Assisted in network/server setup and troubleshooting
- Installed hardware/software with minimal disruption
- Monitored infrastructure to reduce system downtime
- Supported data backup and security improvements
- Diagnosed and resolved IT-related issues

TECHNICAL SKILLS

- Network Administration (LAN/WAN), Windows Server
- IT Asset Management, NAS Backup Handling
- Troubleshooting (Hardware/Software/Network)
- Remote Desktop, AnyDesk, Viewer Host
- Microsoft Office & Windows Installation
- Microsoft Azure (Basic), AWS Cloud (Basic)
- GUAF System, System Monitoring Tools
- Version Control: Git, Ticketing Systems
- Tools: NetBeans, VS Code, Android Studio, Figma, Canva, SQL Workbench

CERTIFICATIONS

Cisco Networking Academy (NetAcad) - (In Progress)
- Cisco CCNA – Introduction to Networks (Completed)
- Cisco CCNA – Switching, Routing, and Wireless Essentials (Ongoing)
- Cisco – Introduction to Cybersecurity (Ongoing)

PROJECTS

Student & Course Management System (Project Leader)
React, Node.js, Express.js, MySQL, MUI
- Built a full-stack system with authentication and CRUD features for student and course management.

Online Banking Web App (Project Leader)
HTML, CSS, JS, PHP, MySQL
- Developed a secure banking platform with login, transaction, bill payment, and account management.

SkyCast Weather App (Personal Project)
OpenWeather API, HTML, CSS, JavaScript
- Created a weather application to show real-time temperature, humidity, and wind speed.
- 🔗 View Project

Mobile Note App (Personal Project)
Kotlin, XML
- Built a mobile app to add, read, update, and delete notes, including login/logout functionality.

EDUCATION

Bachelor of Computer Science (Hons)   **(Ongoing)**
- *Lincoln University* — Network Technology and Cybersecurity

Higher Diploma in Information Technology   **(2022 – 2024)**
- *Institute of Universal Higher Studies*
- *GPA - 3.2*

G.C.E. A/L – Mathematics Stream   **(2017 – 2020)**
- *St. Mary's College - Negombo*
- *S - 4*

G.C.E. O/L   **(2006 - 2017)**
- *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**
  Specialist – IT Network & Infrastructure, Ansell Textiles Lanka
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- **Dilsi Chandrasena**
  Associate Technical Lead – WSO2 Lanka
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