

# JANADHI DISSANAYAKE

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## EDUCATION

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### Bachelor of Science - Computer Science

Feb 2022 - Jul 2024

University of Otago

Coursework: Cryptography and Network Security (Kali Linux- Ubuntu), Operating Systems (C), Data Structures and Algorithms, Software Engineering (Java, SQL), Game Development (C#, Unity) and Machine Learning (Python)

### Bachelor of Biomedical Science - Functional Human Biology

Feb 2019 - Dec 2021

University of Otago

Coursework: Neuroanatomy, Gastrointestinal, Renal and Cardiovascular, Physiology, Biochemistry and Psychology, Research on Hyperuricemia and Pancreatic Beta Cell Differentiation in Diabetes.

## WORK EXPERIENCE

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### University of Otago

Dunedin, NZ

IT Intern Engineer - Networking Services

Jun 2024 -

- Responsible for wireless and wired connections across a campus of 20,000 students and 4,000 staff as part of the Network Services team for the University of Otago, including patching, assisting with setting up Routers, Access Points, Switches, SIP and Teams Phones and troubleshooting various devices across campus.
- Experience working with Jira, Cisco ISE, DNAC, Prime, PowerShell SecureCRT, imVision, Microsoft CRM, Sharepoint, Teams Admin, Office365, Intune and Active Directory.

### AskOtago

Dunedin, NZ

Service Representative

Mar - Jun 2024

- Delivered exceptional customer service by responding promptly and effectively to a wide range of inquiries from students, staff, and the public via telephone, face-to-face, chat, and email. Ensured customer satisfaction by resolving issues at the first point of contact and escalating complex matters when necessary.
- Utilised internal Knowledgebase and various University systems to provide accurate and consistent information. Documented all inquiries and interactions thoroughly, ensuring seamless follow-up and resolution of escalated issues. Managed data entry and extraction tasks with precision.

### Greenlands Cafe and Restaurant

Dunedin, NZ

Restaurant Manager and Admin

Aug 2018 - Mar 2024

- Carried out installation and troubleshooting for Security Cameras, Printers and Computers at the business.
- Experience in Payroll and Data Entry for managing the business.

## SKILLS

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**Soft Skills:** Team Player, Quick Learner, Clear Communication, Time Management, Problem Solving and Analytical

**Technical Skills:** Linux, Windows, Burpsuite, ZAP, Metasploit, Java, Python, C, SQL, HTML, CSS, JavaScript, Tensorflow, Powershell, Virtual Machines

**Languages:** Fluent in English and Sinhalese

**Certifications:** Google Cyber Security Professional Certificate, LCQ, Full licence

## ADDITIONAL

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Indoor Cricket- Sims & Blues

Jun 2024

OCSS and IMC Markets- Summer Portfolio Competition Winner

May 2024

Sri Lankan Students Association

Jan 2023 – Dec 2023

Leaders of Tomorrow Scholarship

Feb 2019