



# Amila Mapalagama

## Senior Systems Engineer

Having 15+ years of professional experience in Service Delivery, Client Service Management and L1,L2, L3 Support on Windows platform. I am seeking a challenging role where I can use my knowledge to achieve company business objectives and achieve my carrier goals.

## Contact

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### Address

No. 49/19, Seewali M.W. Hunupitiya,  
Wattala, Sri Lanka.

## Education

2017

**VMware Certified Associate 6 -  
Data Center -Virtualization  
Fundamentals Exam**

2015

**ITIL V3 Foundation  
Certified**

2008

**B.Sc. in ICT  
London Metropolitan University UK**

## Expertise

- Windows
- ITIL standards
- SNOW/JIRA
- MS Exchange
- Active Directory
- ExaData & ExaLogic

## Language

English

Sinhalese

## Experience

2024 - To date

Millennium IT ESP (Pvt) Ltd



### Senior Systems Engineer – Team Lead NOC Operations

- Managing 13 member NOC team in MST
- Handling 13 15 projects, including Foreign & Local

2023 - 2024 (To date)

Millennium IT ESP (Pvt) Ltd



### Senior Systems Engineer – Project Manager

Working in a project of Commercial Bank as a Project Manager.  
Handling all the projects in the Network & Communication team

### Successfully Completed Projects

- Firewall replacement project at Maldives main branch
- Firewall replacement project at Bangladesh main branch & DR site
- Head office & DR Firewall replacement project
- Supported for annual DR drill coordinating with the Vendors
- UPL FW replacement

### Ongoing Projects

- Handling the project of NCM (Network Configuration Manager)
- Handling the BIG-IQ project
- Managing Active Directory related issues
- UAT Email Gateway project
- New Email dashboard project
- Maldives Email migration to GWS

2019 - 2023

Millennium IT ESP (Pvt)Ltd



### Senior Systems Engineer - Team Lead

Leading a project of a multinational company which deliver infrastructure support for local clients. MIT team consists of 20 members and runs with 24\*7 support.

- Helpdesk (L1 call center which resolve client hardware/software issues)
- Operation Team (Daily task handling and alert monitoring)
- Compliance Team (Work Station Security in McAfee, Forcepoint & SCCM Compliance Check)

- Patches deployment from SCCM server to other servers.
- Monitor all the servers using SCOM tool.
- Handling all day-to-day issues via JIRA ticketing tool, e-mails & by phone Mainly handled Microsoft Exchange servers 2003, 2010.
- Mail ID creations & trouble shooting
- DL creations & modifications, mailboxes re-linking movements Generic ID creations
- Legacy mailbox conversion Mail forwarding
- Server 2010 mailbox migration Quota management

**As a senior member of Backup Team.**

- Handled daily, weekly & monthly backups
- Data restoration using HP data protector tool in NAS servers.
- D2D configuration virtual tape library configuration

**As a Shift supervisor, had successfully carried out following duties.**

Direct the team to meet Service Level Agreement (SLA) by;

- Generate customized weekly and monthly management status reports based on ticketing data using advanced tools and features in Excel and Power Point.
- Team capacity building by organizing and conducting trainings and knowledge transfer.
- Establish communication plans, performing effective communication as for the plan with all stakeholders (Off-shore teams, Clients, Vendors and ISP's).
- Scheduling work for team and preparing Monthly shift rosters.
- Developing and maintaining knowledge base using information gathered by solving customer issues.

## 2006 - 2010

IDM Group of Companies (Pvt) Ltd

### Network Administrator/Tutor/Program Coordinator

Worked as a Network Administrator at IDM Computer Studies City Campus #2. (December 2006 – January 2010) Monitor, Troubleshoot

- ◆ & Maintained the total Network
- ◆ Planning and Design of the Network System for IDM Post Graduate Division Maintained the
- ◆ System Database
- ◆ Design & Implement the network for the IDM post graduate division.
- ◆ Configure the Servers & Maintain them
- ◆ Troubleshoot & Maintain all the Computers Handled all
- ◆ the software installations
- ◆ Have 3 years' experience as a Tutor at IDM Computer Studies City Campus #2.
- ◆ (December 2006 – July 2010). Responsible in Supervising Projects of University of Greenwich & University of Wolverhampton final year Students.
- ◆ Have more than 2 years' experience as a HND Coordinator at IDM Computer Studies City Campus #2. (September 2007 – July 2010)
- ◆ Lectured 1st & 2nd year Undergraduates of Edexcel HND in Software Development Program & supervising HND projects Lectured for
- ◆ HND in Multimedia the area of Networked Multimedia
- ◆ Worked as a tutor for the University of Wolverhampton degree program-UK

## Reference

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### Mr. Sandeepa Weerakkody

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### Mr. Indika Samarasekara

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