MOHAMED ASHKAN

Executive - IT

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in LinkedIn Profile

PROFESSIONAL SUMMARY

Experienced IT professional with expertise in IT support, network infrastructure, and cybersecurity. Proficient in hardware, software, and network troubleshooting with strong skills in ERP systems and IT asset management. CISCO and CISSP certified with knowledge of PABX, networking fundamentals, and IT security protocols. Demonstrated ability to provide technical support while ensuring minimal system downtime in fast-paced environments.

KEY SKILLS

IT Support & Maintenance

Technical Support   Hardware Troubleshooting
Software Configuration   System Maintenance
Windows Server   User Account Management

Network & Security

CCNA/CCNP Certified   CISSP Certified
Network Infrastructure   PABX Systems
Firewall Management   Security Implementation

Software & Systems

ERP Systems   Microsoft Azure
SQL & Databases   Linux Administration
Windows Administration   Cloud Services

Soft Skills

Problem Solving   Communication
Team Collaboration   Documentation
Time Management   User Training

PROFESSIONAL EXPERIENCE

Trainee Data Engineer   June 2024 - Present
NODE LYNX

- Built ETL workflows using Python and data processing tools to cleanse and transform large-scale datasets
- Maintained data infrastructure and implemented monitoring systems to ensure continuous operation
- Managed database systems including SQL Server and assisted with cloud-based infrastructure on AWS
- Collaborated with IT teams to ensure data security protocols and system integrations

Tech Stack: Python, SQL, JavaScript, AWS, Microsoft SQL Server, REST APIs, Pandas

IT Support Engineer Intern   Jun 2021 - Sep 2021
DMS

- Provided comprehensive technical support for hardware, software, and network systems, resolving issues promptly to minimize downtime
- Configured and maintained Windows Server environments and troubleshot network connectivity issues
- Managed user accounts and access controls while implementing IT security protocols
- Assisted with system configurations and installations for new equipment and software
- Maintained detailed documentation of IT infrastructure, issues, and resolutions
- Collaborated with cross-functional teams to optimize infrastructure performance and resolved technical challenges

Tech Stack: Windows Server, SQL, MySQL, Oracle, Microsoft SQL Server, Network Infrastructure

QA Bootcamp Participant   Jun 2023
99X (SLASSCOM)

- Assisted in developing test plans and executing test cases for software quality assurance
- Conducted automated testing on web and mobile applications using industry-standard tools
- Worked with API testing tools like Postman to verify system integration and data flow
- Collaborated in daily stand-up meetings and documented test results accurately

Tech Stack: Selenium, Postman, API Testing, JIRA, Test Management Tools

CERTIFICATIONS

CISCO - CCNA, CCNP, Linux
In-depth knowledge of network infrastructure, routing and switching, security protocols, and Linux administration

CYBRARY - CISSP
Advanced security certification with expertise in developing security policies, conducting risk assessments, and implementing security solutions

MICROSOFT - AZ 900, DP204
Microsoft Azure fundamentals and ability to leverage cloud services for building scalable and secure solutions

UOM(OLP) - Full-stack Development, Project Management
Proficiency in frontend and backend development technologies and agile project management methodologies

EDUCATION

B.Eng (Hons) - Software Engineering   Expected
ESOFT METRO CAMPUS, Colombo-4, SRI LANKA   November 2024
GPA: 3.4
Relevant Coursework: Object-Oriented Programming, Operating Systems, Data Structure and Algorithms, Database Management

TECHNICAL SKILLS

Operating Systems: Windows Server, Linux, Ubuntu

Networking: CISCO Certified, Network Infrastructure, Firewalls

Security: CISSP, Risk Assessment, Security Implementation

Cloud Platforms: Microsoft Azure, AWS, Google Cloud

Databases: SQL, MySQL, MongoDB, PostgreSQL

Hardware: System Configuration, Troubleshooting, Maintenance

Software: MS Office Suite, ERP Systems, Troubleshooting

Programming: JavaScript, Python, Java

RELEVANT PROJECTS

Setup Web In Cloud
Configured and deployed web applications in cloud environments, implementing security protocols and ensuring scalability

Gemini AI Pro Tracker
Developed a resume tracking system with automated analysis features to streamline recruitment processes

LANGUAGES

English (Excellent), Sinhala (Native), Tamil (Basic)

REFERENCES

IRSHAD MOHAMMED
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