

# DILSHAD LIYAWDEEN

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## SUMMARY

Aspiring IT professional with hands-on experience in building and maintaining high-performance infrastructure. CCNA-certified and well-versed in networking, cloud computing, cybersecurity, and server management. Experienced in working with open-source tools and cloud platforms. Passionate about continuous learning and contributing to robust, secure, and scalable systems.

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## CORE COMPETENCIES

- Network Configuration (Cisco, Fortinet, VLANs, Routing)
- Cloud Technologies (AWS, OpenStack, Virtualization)
- Server Management (Linux, Windows Server, TrueNAS, Proxmox)
- Cybersecurity Tools & Best Practices
- Technical Support & Troubleshooting
- HPC (High-Performance Computing) & GPU Acceleration
- Scripting & Automation (Python Basics)
- Documentation & Ticketing Systems
- Team Collaboration & Communication

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## WORK EXPERIENCE

### Junior Network Administrator

Aethermind SIC - Qatar

January-2025 TO June-2025

- Built HPC systems for AI/ML tasks, improving speed and uptime.
- Experimented with OpenStack for private cloud management.
- Deployed and optimized Dell servers, TrueNAS storage, and networks using Cisco Routers/Switches and Fortigate Firewall.
- Configured VLANs, static routing, and managed Fortinet firewall for improved performance and security.
- Skilled in Linux and open-source tools including Proxmox, OpenWRT, and OPNsense.

### PC Builder

STORE974 - Qatar

September-2022 to January-2025

- Built custom water-cooled gaming PCs to enhance performance.
- Diagnosed and resolved hardware/software issues.
- Provided tailored PC recommendations, increasing client satisfaction and repeat business.

## **IT Customer Service Support Specialist**

AMEZ CLOUD - Sri Lanka

December-2020 TO February-2022

- Provided IT support via phone, email, and onsite visits.
  - Resolved technical issues to minimize downtime.
  - Prioritized tickets and collaborated with team members.
  - Documented solutions in a ticketing system to streamline support.
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## **EDUCATION**

### **HND in Computing and Software Engineering**

July-2025

AIBT Campus - Kandy

- Assignment based program with UK Level 5 qualification

### **Diploma in Computer Hardware and Networking**

2017

ESOFT Metro Campus - Kandy

- Relevant coursework with practical assignments
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## **SKILLS & CERTIFICATIONS**

### **Technical Skills:**

Project Management, Structural Analysis, Linux (RedHat, CentOS, Ubuntu), Virtualization, AWS, Cisco IOS, Fortinet, Windows Server, HPC, AI Accelerated GPU Configuration, LLM, Critical Thinking

### **Programming & Tools:**

Basic Python, Shell Scripting, GitHub, Ticketing Systems

### **Languages:**

English, Tamil, Sinhala

### **Certifications:**

- Cisco Certified Network Associate (CCNA)
- Certified in Cyber Security (CC) - ISC2
- Google IT Support - Google
- Python Essentials - Cisco

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## PROJECTS & INITIATIVES

- **Private Cloud Deployment Using OpenStack**

Configured a testbed using OpenStack for cloud service orchestration and VM lifecycle management. Integrated networking, storage, and dashboard interfaces.

- **Proxmox Virtual Lab Setup**

Created a virtual lab using Proxmox with virtual firewalls and switches for practice and simulation of enterprise-level network environments.

- **Fortinet Firewall Optimization**

Enhanced enterprise network security by implementing traffic policies, configuring VPNs, and conducting regular firewall audits.