

# Isuru Malinda Manikkage

MBA (LK), B.Sc (AU), CCNP (R & S), CCNA (Wireless), Meraki CMNA



## CAREER PROFILE

To obtain suitable position wherein my technical expertise and managerial skills will help to meet the goals and objectives of the organization and to collaborate, grow, and contribute in return.

## RELATED INDUSTRIAL EXPERIENCE

<b>JOB TITLE</b>	<b>: Global Network Manager</b>	<b>APR 2020 – PRESENT</b>
Employer	: Servier (S) Pte Ltd	
Industry	: Pharmaceutical	
Job Role	: Ensure Smooth Network Operations & Project Delivery for global network over 100 countries.	

### ***Main Duties & Responsibilities:***

- Participate in the development of the roadmap of Network and Telecom infrastructures
- Be the guarantor of the correct implementation of the defined architectures
- Ensure a technological watch to anticipate the necessary changes and optimize the network architecture
- Ensure the diagnosis, development, or optimization of architectures already in production
- Define and document Network and Telecom architectures considering business requirements
- Carry out network quality and performance audits to ensure optimal operation of business applications
- Carry out technical projects around developments in Network and Telecom infrastructures

### ***Achievements:***

- Build up a new global network support team in few months to strengthen IT/Network foundation in Servier and reconstruct the inefficient network support model into a 24/7 follow the sun model (Engineers located in Singapore, India, France, Poland, and Canada) for maximum efficiency
- Guide higher management to take important steps of moving from old legacy network into state-of-the-art network architecture for 100+ countries.
- LAN and SDWAN migration are initiated in EMEA, AMER and APAC regions, Network migration milestones are generally achieved during the covid pandemic.

<b>JOB TITLE</b>	<b>: Network Operations Manager - APAC</b>	<b>JAN 2018 – MAR 2020</b>
Employer	: NTT Ltd Singapore.	
Outsourced to	: Louis Vuitton Information & Operation Systems, LVMH Group	
Job Role	: Ensure 24/7 Smooth Network Operations and Project Delivery for Louis Vuitton APAC Region	

### ***Main Duties & Responsibilities:***

- Managing the 24/7 operations team of 16 staff (1 x Technical Lead, 10 x L2 Engineers and 5 x L1 engineers)
- Involve interfacing with client to establish operational process for troubleshooting, escalation, RMA etc
- Interface with country IS&T managers to ensure smooth delivery of services to the client
- Reviewing, documentation, analysis and improving on existing processes and procedures globally
- Measure and monitor operations process to implement corrective actions to resolve issue effectively
- Reporting - Provide reports for weekly, Bi-weekly meetings and monthly service reviews
- Conduct weekly, bi-weekly, and monthly service reviews with respective IS&T teams
- Incident Management, Provide RCAs when necessary, maintain Wiki
- Resources Administration and provide training to the staff, maintain Wiki / KT documents
- Perform annual appraisals for engineers, contract renewal, leave administration, career progression etc

**Achievements:**

- Build up a strong team of 15 engineers with in short period, interviewing to onboarding and provide in-house training
- Commencing Louis Vuitton Global network support for Meraki infrastructure from Singapore NEST Team.
- Cisco LAN, Meraki LAN, Wireless & IPT infra support successfully onboarding for EMEA and Americas regions.
- Conduct training / KT session for other 2 regions Operations Managers to align with LV process and SIP.

**Summary of skills:**

- Demonstrated customer service and personnel management skills
- Ability to communicate effectively with non-technical and technical staff
- Skilled in handling multiple projects and meet deadlines,
- Excellent troubleshooting, analysing and problem-solving skills
- Highly motivated and ability to work in a dynamic and fast-paced environment

**Technical Skills:**

- Wide knowledge of Cisco and Meraki infrastructure including SD-WAN networking technologies.
- Proficient in Cisco Switches, routers, WLCs, firewalls, ISEs, ACS, ASA, HP & Extreme switches
- Proficient in UCS, DELL, HP servers and VMWare ESXi technologies, Solarwinds,
- Sound knowledge in Cisco IP telephony / Voice infrastructure, CUCM, CUC, UCCX, CIPC

**JOB TITLE : SENIOR NETWORK ENGINEER – TEAM LEAD Mar 2013 - JAN 2018**  
 Employer : Dimension Data (Singapore) Pte. Ltd.  
 Outsourced to : Louis Vuitton Information & Operation Systems, LVMH Group  
 Job Role : Team Lead of CMS (Cisco Managed Services), Team of 3 Engineers

**Responsibilities** Project and BAU operations support for Louis Vuitton, Berluti & LVMH sites in APAC region with 250+ sites as L3 Escalation point in CMS team. Duties included Network troubleshooting, Network Integrations, Network migrations, new site implementations and System Automation where applicable. Guide and train junior Engineers while working as back up for the network operations manager.

**Technologies** TCP/IP, HSRP, VRRP, VLAN, OSPF, EIGRP, STP, BGP, ACL, Prefix lists, Route maps, IP SLA, IPSec, VPN, SNMP, QoS, DNS, UDP, Latency, VoIP, DHCP, NTP, TFTP,

**LAN** Meraki switch series, Cisco switch series 4500, 3800, 3700, 3500, 2900, Router series ASR 1000, 1900, 800, Cisco router voice gateway series 4300, 3900, 2900, 2800,

**WLAN** Meraki AP series, Cisco WLC platforms 8540, 5508, and 2504 with HA, N+1 configurations and all Wireless AP platforms with integration of Cisco WCS, Cisco Prime.

**Security** Cisco ISEv2 & Secure ACS 5.3 for RADIUS & TACACS authentications, Juniper SA4500 VPN

**IP Telephony** Cisco Call Manager v11, v8.6, Unity v11, v8.6, UCCX v10.5. IPT model series 9000, 8000, 7000

**Monitoring** Prime, Whatsup Gold, Cacti, Solarwinds, Nagios, Wireshark, Sniffer, Solarwinds Syslog,

**Scripting** VB scripts for automated configuration backups of Cisco devices

**Servers** Cisco UCS c240, c220, VMWare Virtualization, vSphere

**Achievements**

- Meraki LAN Implementation,
- Migration to Cisco 8540 WLCs from Cisco 5508 WLCs,
- Migration to Cisco ISE from Cisco ACS, Migration to CUCM v11 from v 8.6,
- Cisco to Meraki migration,
- Full alignment of internal core model configuration in APAC, CHINA & JAPAN for 250+ sites
- Harmonization of Cisco software images for 800+ devices in APAC, CHINA & JAPAN,
- Implementation of 802.1X secure wireless architecture with RADIUS, TACACS+ secure authentication in all sites.

**JOB TITLE : NETWORK SYSTEMS ANALYST JUL 2008 - MAR 2013**  
Employer : University of Moratuwa – Sri Lanka  
Assignment : Data Centre of University of Moratuwa & SchoolNET Project  
Job Role : Lead Engineer at university & SchoolNET data centre

**Responsibilities** Manage, maintenance & troubleshooting of university backbone network, Supervision and technically monitoring of Ten Gigabit Fibre Ring Network implementation, Person in charge for the establishment of new data centre at university, overall hosting administration person of Skool.lk and SkoolNET.lk web sites. Technical specification and BOQ preparation for new projects. Prepare required network infrastructures for research students, Maintaining & configuring Centralized virus (Sophos) update server for whole university. Work with vendors for different kind of technical projects.

**Technologies** NAT, PAT, BGP, OSPF, EIGRP, STP, ACL, Prefix lists, Route maps, IP SLA, HSRP, VRRP, VLAN, IPSec, SNMP, QoS, TCP/IP, DNS, UDP, Latency, VoIP,

**LAN / WAN** Cisco switch series 6500 chassis, 3700, 2900, Extreme 10G switches, HP Procurve switches, Allied Telis switches, Alcatel switches, Hubs, Cisco router series ASR 1001, 1900, 800,

**WLAN** Cisco Wireless LAN controller platforms 5508 and all Wireless Access Point platforms

**Security** Cisco ASA 5540, Bluecoat Proxy, 802.1x authentication, Sophos centralized virus guard

**Load Balancing** Radware load balancer for server farm, GLBP

**Monitoring** MRTG, PRTG, Dude, Cacti, Wireshark, Sniffer

**Storage** HP Storage P6300 EVA and HP – SAN MSA 1000

**Servers** HP c7000 blade & ProLiant DL 380/180/370 G4-G7 Servers, VMWare, vSphere,

**Achievements** Obtained a public AS number for university from APNIC and run BGP in our core switches as Exterior routing protocol. Implement a 10G fibre ring network between university departments and run OSPF on it. Selected as the TEC Chairman (Technical Evaluation Committee) of Microsoft Multipoint Mouse Mischief project handled by Ministry of Education, TEC member of EKSP project under Ministry of Education for university projects.

**JOB TITLE : TECHNICAL SUPPORT EXECUTIVE JAN 2008 - JUL 2008**  
Employer : Lanka Communication Services (Pvt) Ltd – (1<sup>st</sup> ISP in Sri Lanka)  
Assignment : Network Monitoring & Controlling unit  
Job Role : Executive at Network Monitoring & Controlling unit

**Responsibilities** Research about the monitoring tools and choose the best to monitoring tool and integrate it with automated email and SMS alert system for clients.

**Technologies** SNMP, OIDs, TCP/IP, DNS, UDP, Multicast, Windows AD, GPO, DHCP

**Monitoring** Whatsup Gold, Cacti, Solarwinds, Nagios, Dude, Wireshark, Sniffer

**LAN/WAN** MikroTik routers, Cisco 2960 switches.

**Installations** CDMA dial up modem installation for remote schools for internet access.

## **ACADEMIC QUALIFICATIONS**

MBA in Management of Technology (2 years part time) 2014  
Thesis: Organizational culture & Innovation in large scale Sri Lankan IT firms.  
*University of Moratuwa – Sri Lanka*

BSc in Computer Systems & Networking (3 years full time) 2008  
Thesis: Automated sluice gate controller and alarm system with functional model  
*Curtin University of Technology – Australia*

GCE Advanced level examination (Mathematics stream) 2004  
GCE Ordinary Level examination 2000  
*Richmond College – Sri Lanka*

## **PROFESSIONAL CERTIFICATIONS**

- Certified Meraki Network Associate 2016
- Cisco Certified Network Professional (CCNP - Routing and Switching) 2013
- Cisco Certified Network Associate (CCNA - Routing and Switching) 2007
- Cisco Certified Network Associate (CCNA - Wireless) 2016
- Designing Cisco Wireless Enterprise Networks exam 2007
- Certified Meraki Network Associate (CMNA) 2016
- Reading for ITILv3 certification

## **TRAININGS & COURSES**

- Zscaler Zenite live 2020 2 day training 2020
- Cisco Application Centric Infrastructure (ACI) 5 day training by Trinocate Singapore 2020
- "Effective Manager" 2 days training workshop conducted by Dimension Data 2018
- Implementing & Configuring Cisco Identity Services Engine (ISEv2). 5 Day, Singapore 2016
- Implementing Cisco Unified Wireless Networking Essentials. 5 day, Singapore 2013
- Advanced Routing BGP IPV4/IPV6 workshop. 5 day, Bangkok, Thailand 2012
- TEIN3 Annual NOC workshop. 5 day by InterLab, Thailand 2012
- Advanced IPV6 Routing and Deployment. 6 day by SANOG, Sri Lanka 2011
- IPV6 workshop (Basic and Advanced) 4-day training by APNIC, Sri Lanka 2010
- CISCO Fundamentals of Wireless LANs (FWL) training at SLIIT, Sri Lanka 2007
- CISCO Fundamentals of Network Security (NS) training at SLIIT, Sri Lanka 2007
- General English Intermediate level course at British Council, Sri Lanka ("A" pass) 2000

## **EXTRA CURRICULAR ACTIVITIES**

- Won the "Major General T.I. Weerathunga Challenge Shield" – Sri Lanka 2002  
(For being placed FIRST at the All-island inter platoon cadet band camp competition)
- Was awarded as the Best Physical Training Commander at the college Cadet Course. Sri Lanka 2002
- Was awarded School Colours for being all island first Place in Cadet Band Competition. Sri Lanka 2002

## **PERSONAL & CONTACT INFORMATION**

Name in full	Isuru Malinda Manikkage
Civil Status/Gender/Age	Married / Male / 38 Years
Mobile number	+6591386140
Nationality	Sri Lankan
Current Residency	Singapore PR, Willing to relocate with family
Mailing Address	10 Hougang Street 32, #14-17 - Parc Vera, Singapore 534037.
Languages	Fluent in English and Sinhala
LinkedIn Profile	<a href="https://www.linkedin.com/in/isuru-manikkage">https://www.linkedin.com/in/isuru-manikkage</a>
Referees	Will be provided up on request

I do hereby confirm that all the information provided above are true and correct to the best of my knowledge.

  
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Isuru Malinda Manikkage  
10 Aug 2022