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Skills

Project management

Data analysis

Cloud computing

IT strategy

Cybersecurity

People management

Critical Thinking

Diplomacy



Languages

Sinhala

Native

English

Advanced

Hashan Wickramasingha Wadanambi

Experienced Project Manager staying in Turku, Finland with a strong background in leading international customer projects in IT Infrastructure, Software Development. An agile project management practitioner and a certified scrum master. A certified strategy implementation professional focused on improving project management process and experienced professional in project portfolio management.

Professional Experience

Manager IT Infrastructure Services

MAS Holdings (Colombo , Sri Lanka)

Jun 2022 - Aug 2023

Project Management Experience

- Managed IT infrastructure projects using project management tools(Clickup, Monday, and Jira).
- Performed Scrum Master role by handling scrum planning meetings, backlog refinement meetings, Daily Standup meetings and Retrospective meetings.
- Developed user stories and Clearly defined definition of done for smooth task delivery.
- Supported the team by removing impediments and provided relevant resources to achieve the sprint goals.
- Performed project portfolio management and practiced scrum of scrum in a fast moving environment.

IT Infrastructure Services Management Experience

- Managed and maintained IT infrastructure for MAS holdings group cluster globally, ensuring seamless operation and availability.
- Led IT professionals in On-Prem Datacenter, Cloud, Network, and Systems teams overseeing projects and implementing strategic initiatives to improve infrastructure performance.
- Implemented IT service management frameworks, such as ITIL, ISO 20000 to streamline support processes and enhance service delivery.
- Managed IT Infrastructure aligning to ISO 27001 standards.
- Successfully developed and executed disaster recovery plans, minimizing downtime and ensuring business continuity.
- Coached Team Leaders to improve the performance level.
- Prepared IT Infrastructure Services budget which includes Data center, Global Network, Cloud Infrastructure, Systems.
- Developed robust futureproofing Strategic initiatives by conducting market research and prepared the LRP for group IT Infrastructure.
- Managed SLAs and KPIs using ITSM tools(Sysaid).

Infrastructure Specialist & Systems Engineer(L3)

Intrepid Group (Colombo , Sri Lanka)

Nov 2016 - May 2022

Project Management Experience

- Performed Scrum Master role by handling Scrum Planning meetings, Backlog Refinement meetings, Daily Standup Meetings, Retrospective Meetings.
- Maintained user stories and definition of done to clearly deliver task completion.
- Performed web development and Infrastructure projects with virtual teams from different geographical locations such as Europe, America, Africa and Asia regions(25+ Countries)
- Used project management tools (Jira, Trello)

Infrastructure Specialist & Systems Engineering Experience

- Managed and maintained complex network infrastructure for global cooperate network in Europe, Asia, America, Africa regions(25+ countries) with a diversified product portfolio of Firewalls, Routers, Switches, Access Points(Fortinet, Checkpoint , Watchguard, Cisco, Unifi, Aruba, HP, TP-Link, D-Link)
- Managed site to site VPNs, remote access VPNs
- Managed MPLS and SD-WANs
- Resolved issues by troubleshooting and developed research projects related to server, storage(Dell, HP, Qnap, Rubrik, Linux, Windows Server, AWS, Azure, Symantec)
- Implemented and managed the virtual Infrastructure with virtualization technologies(VMware, Citrix, Hyper-V)
- Managed cloud infrastructure(AWS and Azure) to support business operations.
- Configured monitoring systems and Monitored Infrastructure and Applications(Nagios, Traverse, Datadog, NewRelic)
- Maintained service levels and KPIs(Kaseya, Fresh Services)
- Managed Email Security(Proofpoint)
- Managed Endpoint Protection(Carbon Black)

Technical Project Manager & Network Engineer

EFutures Private Limited (Colombo , Sri Lanka)

Apr 2012 - Feb 2016

Project Management Experience

- Managed end-to-end development and deployment of software applications, meeting project deadlines.
- Managed end-to-end designing to implementation of Infrastructure projects in On-Prem and Cloud(AWS & Azure).
- Managed cross-functional teams experienced in different disciplines(Full Stack Developers, JAVA developers, Swift Developers, DBAs, Cloud Solution Architects) , fostering collaboration and communication to ensure successful project delivery.
- Developed and implemented project plans, tracking progress and reporting updates to stakeholders.
- Managed project budgets and resources, delivering projects on time and within budget constraints.
- Managed project management tools to plan, track and monitor the project progress(Jira, Asana).
- Managed projects in waterfall and agile methodologies.

Network Engineering Experiences

- Performed Hands on AWS Infrastructure monitoring, maintenance, configurations, Architecture designing.
- Managed Office network(Wired & WIFI) and VPN solutions(Fortinet, AWS direct Connect).
- Configured , maintained and monitored infrastructure monitoring systems(Nagios, Zabbix).
- Performed Network Vulnerability Assessments.
- Developed Infrastructure Budgets and presented to senior management.
- Performed R&D projects to improve the infrastructure performance.

Customer Support Engineer

Wipro Limited (Colombo, Sri Lanka)

Aug 2011 - Mar 2012

- Provided technical support and troubleshooting for Bharathi Airtel Call Center in Sri Lanka ensuring timely resolution of issues.
- Collaborated with cross-functional teams to resolve complex technical problems and improve customer experience.
- Conducted product training sessions for customers, delivering comprehensive knowledge and enhancing user satisfaction.
- Developed and maintained customer relationships, addressing inquiries and fostering customer loyalty.
- Maintained Call Center Infrastructure in Airtel Sri Lanka Office.(Windows and Linux Servers, Cisco Switches & Routers, Nortel Products, Varian Call Recording, Nice Call Recording, MSQl & Sybase Databases, Peri Procedure)

Implant Trainee

Sri Lanka Telecom (Colombo , Sri Lanka)

Nov 2009 - Jan 2010

- Provided technical support to end-users, troubleshooting hardware and software issues in a fast-paced environment.
- Assisted in the installation and configuration of computer systems, ensuring functionality and network connectivity.
- Collaborated with team members to develop and implement IT solutions, optimizing efficiency and productivity.
- Participated in training programs to enhance knowledge of IT principles and technologies.
- Performed IT Asset Management.

Education

PGD. Diplomacy and World Affairs

Bandaranaike International Diplomatic Training Institute, Sri Lanka

Jun 2018 - Mar 2019

BSc. Computer Systems and Networking

Curtin University , Australia

Jan 2008 - Jan 2011

Diploma in Information Technology

Sri Lanka Institute of Information Technology , Sri Lanka

Jan 2008 - Feb 2010

Professional Certifications & Professional Training Certifications

Professional Certifications

- Strategy Implementation Professional (APMG International, Strategy Implementation Institute)
- Certified Scrum Master (Scrum Alliance)
- Certified Professional in OKR (SkillFront)
- ISO/IEC 20000 IT Service Management Associate (SkillFront)
- Microsoft Certified: Azure Fundamentals (Microsoft)
- Proofpoint Accredited Administrator (Proofpoint)

Managerial & Technical Training Certifications

- Official ISC2 Certified in Cybersecurity Training (ISC2)
- AWS Technical Professional Accreditation (Amazon Web Services)
- Linux Server Management and Security (University of Colorado)
- Windows Server Management and Security (University of Colorado)
- IT Management (European Institute of Leadership & Management)
- Cybersecurity Roles, Processes & Operating System Security (IBM)
- PMP Training (PMI Colombo Chapter)

Language Training Certifications

- Diploma in English for Employment (University of Ruhuna, Sri Lanka)
- Certificate in Communicate with confidence (British Council, Sri Lanka)

Memberships

- itsMF Finland (Member of SIG-SIAM)
- Scopism SIAM Community (Member of SIAM Pitch Material-WG)
- Strategy Implementation Institute