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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 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