

Duties and Responsibilities:

- Led the network infrastructure design, implementation, monitoring, and management, catering to a residential customer base exceeding 100,000 users.
- Conducted comprehensive background checks in IP, Layer 2, and Layer 3 networking, contributing to robust LAN/WAN network architecture.
- Successfully negotiated price negotiations for core network components, ensuring cost-effective solutions.
- Proficiently conducted signal and path testing fault and VLAN management, enhancing network reliability.
- Spearheaded the development of capacity planning standards and guidelines to facilitate the network's expansion.
- Implemented monitoring tools like MRTG, Observium, and Grafana, providing real-time insights into overall network traffic.
- Managed and maintained over 54 data centre racks across 14 different data centres in Australia, ensuring optimal performance and reliability.
- Expertly implemented and troubleshooted advanced networking protocols, including IPv4 and IPv6 Routing (OSPF & BGP), MPLS, MPLS VPN, STP, RSTP, and VPC.
- Provided training and development opportunities for team members, acting as a technical expert during customer meetings.
- Collaborated closely with sales teams to define data centre solutions tailored to meet customer requirements.
- Designed and meticulously documented network implementations, ensuring clarity and adherence to best practices.

Senior Service Provisioning Administrator
Exetel Communications
Colombo, Sri Lanka

April 2014 - April 2018

Duties and Responsibilities:

- Effectively managed vendor relationships and coordinated with major Australian carriers and suppliers, ensuring seamless communication and efficient operations.
- Oversaw the processing of orders on tier-one telecommunication service infrastructures, guaranteeing timely and accurate implementation of services.
- Facilitated PSTN to VoIP porting and coordinated delivery teams to proactively schedule orders, contributing to streamlined processes and improved customer experiences.
- Played a pivotal role in projects involving transitioning from ADSL to Fiber, FTTH, and NBN to Optus, showcasing adaptability and expertise in managing complex migrations.
- Addressed customer network support queries through phone and online forums, demonstrating exceptional customer service skills.
- Acted as the primary escalation point for account managers and customers, ensuring swift resolution of issues and customer satisfaction.
- Proficiently troubleshooted faults reported by customers and escalated them to suppliers for prompt resolution, maintaining high service standards.
- Consistently ensured the delivery of excellent levels of service to all customers, further enhancing the company's reputation for reliability and customer-centricity.

Internship Trainer
Sri Lanka Telecom
Badulla, Sri Lanka

July 2010 - August 2010

Duties and Responsibilities:

- Actively engaged with the training function and philosophy to develop key skills, reflecting a commitment to personal and team development.
- Conducted informative and engaging employee training classes, imparting knowledge on product features, operational procedures, client tools, and processes.
- Designed and developed practical training programmes tailored to enhance individual skill sets, fostering a culture of continuous improvement.
- Created comprehensive training materials, including hard copy materials, module summaries, videos, and presentations, ensuring practical knowledge transfer.
- Demonstrated expertise by being assigned to work at the Main Distribution Frame (MDF), indicating a high level of responsibility and trust within the organisation.

QUALIFICATIONS

- **BSc. in Electrical Engineering with a Specialization in Electronics and Communication**, University of Engineering & Technology, Lahore, Pakistan, 2012
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CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- **Cisco Certified Specialist**, Enterprise Core, 2023
 - **Certified in Cybersecurity**, ISC, 2022
 - **Oracle Cloud Application Foundation Certified Implementation Specialist**, Oracle University, 2021
 - **Implementing Cisco IP Switched Networks**, Cisco, 2019
 - **Cisco Certified Network Professional**, Cisco, 2018
 - **Associate Member of the Institute of Engineers**, Sri Lanka, 2017
 - **Cisco Certified Network Associate**, Cisco, 2016
 - **Qualified ZTE Site Engineer**, ZTE Pakistan, 2012
 - **Data Com Associate, Routing & Switching**, HCDA, 2011
 - **Certificate in C Programming**, Orient Academy, 2010
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LANGUAGES

- **English**
 - **Tamil**
 - **Sinhala**
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