



# JANITH MADUSHAN

Cloud Support Engineer

## About Me

I am a dedicated IT professional with 6 years of experience specializing in System Support with Linux, Windows, and cloud. I excel in Linux, Cloud, DevOps, and Networking, consistently delivering exceptional results.

Passionate about solving complex problems, leading teams, and driving innovation, I thrive in dynamic environments and continuously seek opportunities for growth and development. My goal is to contribute my expertise to a forward-thinking organization and help drive its success.



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## EXPERIENCE

### Cloud Support Engineer

OREL IT

July 2023 - Now

- Managed and maintained the company's private cloud systems and architecture.
- Implementing new solutions and troubleshooting existing cloud system issues.
- Server migration and High Availability configurations between on-premises – Cloud and Cloud platforms.
- Working under the controls of ISO 27001:2013 ISMS & ISO 27701:2019 PIMS.
- Collaborate closely with cross-functional teams, including developers and system administrators, to diagnose and resolve complex technical issues, minimizing system downtime.
- Provide technical support for the Orel cloud stack, addressing client inquiries and issues to ensure smooth operations and user satisfaction.
- Offer expert guidance to clients on best practices for cloud infrastructure setup, optimization, and performance tuning, resulting in enhanced system efficiency.
- Act as a primary point of contact for critical incidents, demonstrating strong problem-solving skills and maintaining composure under pressure to swiftly restore services.
- Developed an internal Proof of Concept (POC) showcasing OREL Cloud's capabilities as Sri Lanka's leading hybrid cloud service. (Zabbix, Wazhu, Kibana, MySQL, MongoDB, etc..).
- Worked with azure cloud for Deploy containerized application in Azure AKS and ACR.
- Worked with Jenkins for Deploy CI-CD pipeline between GitHub, Azure AKS and Azure ACR.

## EXPERTISE

- Linux
- Linux Security
- Networking
- Monitoring System
- Bash
- Cloud
- Kubernetes
- MySQL
- Mongo DB
- MSSQL
- Postgresql
- Zabbix
- Windows
- Azure
- Azure AKS
- Azure ACR
- GitHub

## PROJECTS

- Hybrid Cloud Hardware Installation - 2023
  - Assisting with the physical installation of hardware components, including servers, storage devices, firewalls, and networking equipment.
  - Collaborating with regional team and clients to ensure project goals were met within established timelines.
  - Conducted thorough testing and quality assurance measures to ensure system security, reliability, and compliance with industry standards.
  - Participated in regular team meetings and provided feedback on project progress, challenges, and opportunities for improvement.
- Deploy NextJS application in Jenkins with ACR and AKS - 2024
  - Developed Next JS application for psychology counselor.
  - Pushed source code to GitHub.
  - Initiated the Pipeline between Jenkins and GitHub.
  - Deployed the Azure AKS cluster.
  - Deployed the Azure ACR.
  - Initiated the Pipeline between Jenkins and ACR to upload Docker Image.
  - Initiated the Pipeline between Jenkins and AKS to deploy application.

Project Link :-  
[https://github.com/janithmadu/kidscounsiler\\_v1.1.git](https://github.com/janithmadu/kidscounsiler_v1.1.git)

## System Support Engineer

### OREL IT

October 2020 - July 2023

- Proficient in configuring, deploying, and managing Linux servers (Ubuntu, CentOS, Red Hat) for diverse applications, ensuring seamless operations and high availability.
- Extensive experience in diagnosing and resolving complex technical issues related to Linux systems, network connectivity, and application performance, minimizing downtime and enhancing system efficiency.
- Skilled in scripting languages such as Bash and Python to automate routine tasks, streamline processes, and implement efficient system maintenance procedures.
- Proactively implement security measures, conduct regular audits, and apply best practices to safeguard Linux environments against potential threats and vulnerabilities.
- Hands-on experience with virtualization technologies such as VMware and KVM, managing virtual machines and ensuring optimal resource utilization.
- Utilize monitoring tools (e.g., Zabbix) and implement logging solutions to track system performance, identify issues, and implement proactive measures for system optimization.
- Effectively communicate technical information to both technical and non-technical stakeholders. Collaborate with cross-functional teams to address issues, implement solutions, and ensure smooth operations.

## Assistant - IT

### OREL IT

January 2018 - October 2020

- Windows & Linux client devices management.
- Helpdesk Supporting (JIRA & Redmine)
- Generating error, diagnostic, downtime, and repair reports.
- Coordinate and/or lead projects, as requested by the HOD.
- Implement global support processes and provide visibility and escalation paths for regional IT teams.
- Maintain 700+ over Linux & Windows devices.
- Basic software | Network | Hardware configurations.
- Reporting and monitoring end users.
- Troubleshooting and diagnosing technical issues.
- Asset maintenance.
- Helpdesk Assisting.
- Door Access system maintenance.
- Installing and maintaining various peripherals as well as installing relevant updates and patches.
- Providing general support for the IT department and for the company's computer users.

## EDUCATION

### University of Wolverhampton

BSC (HONS) IN COMPUTER NETWORKS – TOP  
UP  
2020 - 2021

### Pearson

Pearson BTEC HND in Computing (Network  
Engineering)  
2017-2019

### Huawei

Huawei Certified ICT Associate (HCIA CLOUD Service)  
2023

### Huawei

Huawei HCCDP – Solution Architectures  
2024

## REFERENCES

### Sanjaya Gunawardhana

Manager - IT Operations IT & Technical Support  
+94710228623  
sanjaya@orelit.com

### Dasun Dilanka

Assistant Manager - Managed Services Manage Service | Cloud  
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dasund@orelit.com

## CERTIFICATE

### Oracle Cloud

Oracle Cloud Infrastructure 2023 Multicloud  
[https://catalog-  
education.oracle.com/pls/certview/sharebadge?  
id=9F0C78C0B8FF633DF757D41ACBA600E2679  
187F31EADF5127B81F408D954D313](https://catalog-education.oracle.com/pls/certview/sharebadge?id=9F0C78C0B8FF633DF757D41ACBA600E2679187F31EADF5127B81F408D954D313)  
July 2023

### Oracle Cloud

Oracle Cloud Infrastructure 2023 Certified  
Foundations Associate  
[https://catalog-  
education.oracle.com/pls/certview/sharebadge?  
id=01502EC1F35BCA10555ADF3399649FE82D99  
2CD59A7F43275B1817E1FC5FF17E](https://catalog-education.oracle.com/pls/certview/sharebadge?id=01502EC1F35BCA10555ADF3399649FE82D992CD59A7F43275B1817E1FC5FF17E)  
July 2023

### Coursera

Python Basics  
[https://www.coursera.org/acco  
unt/accomplishments/certifica  
te/FDP7SBC5QDQT](https://www.coursera.org/account/accomplishments/certificate/FDP7SBC5QDQT)  
July 2020

### Coursera

Networks and Communications Security Basics  
[https://www.coursera.org/acco  
unt/accomplishments/certifica  
te/FDP7SBC5QDQT](https://www.coursera.org/account/accomplishments/certificate/FDP7SBC5QDQT)  
July 2020

### Coursera

System Administration and IT Infrastructure  
Services  
[https://www.coursera.org/acco  
unt/accomplishments/certifica  
te/FDP7SBC5QDQT](https://www.coursera.org/account/accomplishments/certificate/FDP7SBC5QDQT)  
July 2020

## DECLARATION

I hereby declare that the information provided in this CV is true and correct to the best of my knowledge and belief.

Date 01/01/2025

Janith Madushan Mihiranga

Signature 