Ruwan Tharinda de Alwis

No- 193/02/A/10,
Sankalpa Vihara Road,
Makandana,
Madapatha,
Piliyandala,
Sri Lanka.

EMail : artdealwismakandana@gmail.com
Mobile : 0755-262653

Position applied for: **Please refer the covering letter OR subject of the email**

My experience related to the position applied for:

As an IT Infrastructure Engineer	**3Y & 3M**
As an IT Systems Administrator	**8Y & 3M**
As an IT Systems Engineer	**4Y & 3M**
As an IT Support Engineer	**4Y & 6M**
As an IT Technical Specialist	**2Y & 6M**
As an IT Technical Engineer	**7M**
As an ICT Engineer	**7M**

Primary Technical Skills:

Microsoft Office 365	Google G-Suite	Microsoft Hyper-V	Citrix Xen	VMWare ESXi
Microsoft Azure	Amazon AWS	Rack Space	Apple Mac OS	Microsoft Windows OS
Datto RMM	Ninja RMM	ConnectWise RMM	SolarWinds N-Able RMM	Kaseya RMM
Microsoft Azure Backup	SolarWinds MSP Backup	VEEAM Backup	Datto Backup	ARCServe Backup
Telzio VoIP	Mitel VoIP	Vonage VoIP	8x8 VoIP	Vonex VoIP
ZenDesk Ticket System	JIRA Ticket System	AutoTask Ticket System	ConnectWise Ticket System	FreshDesk Ticket System
Parallels VM	VMWare Workstation	Oracle VM	VMWare Player	Microsoft Virtual PC
Sophos Security Suite	Kaspersky Security Suite	WebRoot Security Suite	Carbon Black Security Suite	Bit Defender Security Suite
Pulseway PSA	Screen Connect Remote	LogMeIn Central Remote	Team Viewer Remote	ConnectWise Automate
GPO/GPOM	Microsoft PowerShell	HP iLO	NAS Systems	VPN
Cisco Meraki	Cyberoam	Sophos Firewall	FortiGate	Sonic Wall
Microsoft SCCM	Microsoft ISA	Microsoft WSUS	Microsoft InTune	Microsoft SharePoint

PRESENT EMPLOYMENT	
	Company : Perituza Lanka (Pvt) Ltd
	Address : 2600 South Shore Blvd #300, League City, TX 77573, United States
	Designation : IT Technical Specialist - L3
	Serve from : 08/2022 – Present

WORK EXPERIENCE UNDER PAST EMPLOYERS	Company : Emapta Global (Pvt) Ltd
	Address : #31, Queen's Road, Colombo 03, Sri Lanka
	Designation : Technical Support Specialist
	Serve from : 03/2022 – 05/2022

Environment :

Google Workspace, MS Teams, in-house Ticketing Systems & Platforms, iGUIDE Platform, Stitch SW, iGUIDE Camera SW, iGUIDE Planix, Tripods, 3D Tour Technologies, Wi-Fi, Dell Laptops, Dell PC, UPS, Image Uploader, MS Windows 10 & 11, Mac OS, Canon MFP, Microsoft Quick Assist

Project Role :

Help to maintain/manage the Colombo Office IT infrastructure (secondary role)

Mainly to handle/acknowledge incoming tickets from iGUIDE customers

Complete any tickets within my technical support range

Escalate tickets to relative personal/levels with notes in a timely manner

Document any new issues and raise them to R&D & QC Teams at earliest possible

Answer incoming calls when required

Help with Image upload/reload issues

Troubleshoot any iGUIDE/Stitch software issues/errors/problems

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Company : HCL Technologies Sri Lanka (Pvt) Ltd

Address : Level 02, Alnitak Building, Orion IT City, Colombo 09, Sri Lanka

Designation : Technical Specialist – L3 (Band E3)

Served from : 07/2021 – 03/2022

Environment :

MS O365, MS Skype for Business, MS Teams, MS SharePoint, MS Azure, iLO, NT Backup, GPO, FTP, MS Windows Servers, IT Glue, In-house Ticketing Systems & Platforms, MS Defender, IIS, RDS, VPN, MS Windows Desktop, N-Able RMM, VoIP, Microsoft Quick Assist, MiTel, Microsoft Remote Desktop, MS Hyper-V, ITIL Standards, Backup & Restore, IM Procedures, Microsoft Security Essentials, WSUS, SO/IEC 27001 Standard, MS PowerShell, HP, DELL, Asuz, iDRAC, MS DOS, Create Scripts to Automate,

P2P VPN, CR Procedures, MS Azure Backup, MS Bit Locker Encryptions, Microsoft Authenticator App

Project Role :

Mainly to provide L3 support to tickets (Microsoft Products & Services Only)

Monitor & maintain existing client's IT infrastructures.(Pro-active).

Attend to IT service/support/incident requests come through tickets or emails

Go over the HelpDesk & RMM service boards regularly

Respond to IT tickets & resolve within given/set SLAs

Maintaining a good & strong coordination with product vendors/service providers/3rd parties.

Automating L-1 technical issues as much as possible

Attend to routine Maintenance requests/tickets (daily/weekly/monthly).

Attend to any on-demand Maintenance requests/tickets.

Securely maintain the existing client's IT infrastructures.

Create Shift-Hand-Over reports & review any unresolved tickets.

Company   : Intrepid Group Colombo (Pvt) Ltd
Address   : #28, Premier Pacific Pinnacle, R.A. de Mel Mawatha, Colombo 04, Sri Lanka
Designation : Senior ICT Engineer – L2 (NOC Team)
Served from : 01/2021 – 07/2021

Environment :
MS O365, G-Suite, MS Skype for Business, MS Teams, MS SharePoint, MS Azure, RackSpace, AWS,
MS Windows Servers, Apple Mac OS, Cisco, SMS Global, Encoo, PRTG Tools, IT Glue, ConnectWise,
MS Windows Desktop, N-Central (N-Able), SolarWinds, MSP, RMM, VoIP, Screen Connect, MiTel, iLO,
MimeCast, VMWare, Citrix, MS Hyper-V, Synology, QNAP, Buffalo, Proof Point, NAS, FTP, Spam Titan,
RingCentral, Vonage, AV, Malware-Bytes, UTM Appliance, Sophos, WebRoot, WSUS, GPO, ZenDesk,
SO/IEC 27001 Standard, ITIL Standards, Backup & Restore, IM Procedures, Vipre, SpyBot, Open VPN,
VPN, P2P VPN, CR Procedures, ManageEngine, SolarWinds MSP Backup, MS Azure Backup, Defender,
Archiware P5 Backup, StorageCraft, ARCServe, Team Viewer, MS PowerShell, HP, DELL, iDRAC, Azus,
RDP, RDS, Cyberoam, D-Link, NetGear, Ubuntu, NetApp, Meraki, IBM Cloud, Site 24x7, MDM, Datto

Project Role :
Mainly to provided L2 & L3 support (also provide L1 support when needed/required).
Monitor & maintain the existing client's IT infrastructures.(Pro-active).
Attend to all IT service/support/incident requests come through tickets, emails & calls.
Go over the HelpDesk & RMM service boards for any new & open tickets & take action accordingly.
Serving with First Responses to incoming service/support requests.
Create/circulate & manage Change Request & Incident Management process.
Respond to IT tickets & resolve within given/set SLAs.
IT Documentation & create KB articles as per the procedures/standards.
Maintaining a good & strong coordination with product vendors/service providers/3rd parties.
Automating L-1 technical issues.
Attend to routine Maintenance requests/tickets (daily/weekly/monthly).
Attend to any on-demand Maintenance requests/tickets.
Hosting the weekly NOC group meeting (on a roster).
Apply new knowledge through R&D, experimentation & continuous improvement.
Provide summaries, heads-ups & planning advice to the management.
Monitor & review all AV, Microsoft Windows, Apple Mac OS patches monthly.

Company   : Systima (Pty) Ltd
Address   : Suite 10/70-80, Wellington Street, Collingwood, VIC, Melbourne, Australia
Designation : Systems Engineer – L2 (NOC Team)
Served from : 08/2020 – 12/2020

Environment :
MS O365, G-Suite, MS Skype for Business, MS Teams, MS SharePoint, MS Azure, RackSpace, AWS,
MS Windows Servers, Apple Mac OS, Cisco, SMS Global, Encoo, PRTG Tools, IT Glue, ConnectWise,
MS Windows Desktop, N-Central (N-Able), SolarWinds, MSP, RMM, VoIP, Screen Connect, MiTel, iLO,
MimeCast, VMWare, Citrix, MS Hyper-V, Synology, QNAP, Buffalo, Proof Point, NAS, FTP, Spam Titan,
RingCentral, Vonage, AV, Malware-Bytes, UTM Appliance, Sophos, WebRoot, WSUS, GPO, ZenDesk,
SO/IEC 27001 Standard, ITIL Standards, Backup & Restore, IM Procedures, Vipre, SpyBot, Open VPN,
VPN, P2P VPN, CR Procedures, ManageEngine, SolarWinds MSP Backup, MS Azure Backup, Defender,
Archiware P5 Backup, StorageCraft, ARCServe, Team Viewer, MS PowerShell, HP, DELL, iDRAC, Azus,
RDP, RDS, Cyberoam, D-Link, NetGear, Ubuntu, NetApp, Meraki, IBM Cloud, Site 24x7, MDM, Datto

Project Role :

Mainly to provided L2 & L3 support (also provide L1 support when needed/required).

Monitor & maintain the existing client's IT infrastructures.(Pro-active).

Attend to all IT service/support/incident requests come through tickets, emails & calls.

Go over the HelpDesk & RMM service boards for any new & open tickets & take action accordingly.

Serving with First Responses to incoming service/support requests.

Respond to IT tickets & resolve within given/set SLAs.

Maintaining a good & strong coordination with product vendors/service providers/3rd parties.

Automating L-1 technical issues.

Attend to routine Maintenance requests/tickets (daily/weekly/monthly).

Monitor & review all AV, Microsoft Windows, Apple Mac OS patches monthly.

Attend to any on-demand Maintenance requests/tickets.

Securely maintain the existing client's IT infrastructures.

Create Shift-Hand-Over reports & review the unresolved tickets & escalate/re-assign them to next engineer.

Company   : Inbay SL (Pvt) Ltd

Address   : #77, Park Street, Colombo 02, Sri Lanka

Designation : Systems Support Engineer – L2 (NOC Team)

Served from : 01/2020 – 06/2020

Environment :

MS O365, G-Suite, Skype for Business, MS Teams, MS Azure, MS SharePoint, MS Windows Servers, Apple Mac OS, Cisco Meraki, IT Glue, AutoTask, ConnectWise, Datto, N-Central (N-Able), SolarWinds, MSP, PSA, RMM, VoIP, 8x8, Bitrix24, Polycom, MimeCast, Forcepoint, VMWare, Citrix, MS Hyper-V, Parallels, QNAP, Synology, NAS, FTP, HP, DELL, NetGear, D-Link, Pro-Link, Seagate, Spam Titan, AV, Malware-Bytes, UTM Appliance, DrayTek, Cyberoam, Untangle, DD-WRT, Sophos, MS PowerShell, iLO, GPOM, MS Windows Desktop, TV, ISO/IEC 27001 Standard, ITIL Standards, DR, AnyDesk, MDM, IIS, CR Procedures, ZenDesk, WebEX, Scripting & Automation, VPN, P2P VPN, ArcServe, WSUS, PFSense, Backup & Restore, IT Assets Inventory, MS Azure Backup, WebMin, Mint HRM, IM Procedures, Zultys, Juniper, ManageEngine, Continuum, TigerPaw, AV Defender, Vipre, WebRoot, SpyBot, Ninja, Pulseway

Project Role :

Mainly to provided L2 & L3 support (also provide L1 support when needed/required).

Monitor & maintain the existing client's IT infrastructures.(Pro-active).

Attend to all IT service/support/incident requests come through tickets, emails & calls.

Go over the HelpDesk & RMM service boards for any new & open tickets & take action accordingly.

Serving with First Responses to incoming service/support requests.

Create/circulate & manage Change Request & Incident Management process.

Respond to IT tickets & resolve within given/set SLAs.

IT Documentation & create KB articles as per the procedures/standards.

Maintaining a good & strong coordination with product vendors/service providers/3rd parties.

Automating L-1 technical issues.

Attend to routine Maintenance requests/tickets (daily/weekly/monthly).

Attend to any on-demand Maintenance requests/tickets.

Hosting the weekly NOC group meeting (on a roster).

Apply new knowledge through R&D, experimentation & continuous improvement.

Provide summaries, heads-ups & planning advice to the management.

Provide guidance/assistance/directions to Service Desk team whenever they required.

R&D/Training on any new product/technology which our client consume/propose.

Monitor & review all AV, Microsoft Windows, Apple Mac OS patches monthly.

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Company   : Alfa Integration Services (Pvt) Ltd

Address   : #1008/2, 8th Floor, Unity Plaza, Colombo 04, Sri Lanka

Designation : Senior Systems & Network Engineer

Served from : 03/2019 – 12/2019 (Full Time) & 01/2020 – 03/2020 (Part Time)

Environment :

MS O365, VOIP, GoodSync, MS One-Drive, Apple Mac OS, Skype for Business, Oracle Virtual Box, TV, ZenDesk, AutoTask, AutoDesk, Solarwinds, Spiceworks, Untangle, Sophos, Kaspersky, Norton, Citrix, LogMeIn, Cobra, MS SharePoint, MS Teams, WebEX, QNAP, Buffalo, Acronis, NAS, VMWare, Zaplee, Crush FTP, Security & Encryption, Disaster Recovery, Backup & Restore, Call Hippo, Polycom, GPOM, WebRoot, Zammad, Vipre, MS PowerShell, RingCentral, MS Windows Servers, MS Windows Desktops

Project Role :

Mainly provided L2 & L3 support plus L1 when needed.

Securely maintain the existing client's IT infrastructures.

IT Documentation & create KB articles for internal IT staff & client ITOs.

Provided after-hour support whenever required.

Perform routine backup checks on all servers & subsystems.

Respond to IT tickets & resolve within given SLA.

Maintaining the Roster calendar.

Monitor & test/review fixes/patches to ensure problems/issues have been adequately resolved/fixed.

Keep a good coordination with vendors on hardware/repairs & specially with ISPs 24/5 with set SLAs.

Making sure a guaranteed response/feedback to client requests within a 05 minute window via VOIP, Email, SMS, Chat, Multi-Media call, Direct call.

Analyze/review performance of HelpDesk activities & document any applied solutions/workarounds.

Identify problem areas & then devise/deliver permanent solutions/fixes to enhance/improve our quality of service delivery which will prevent any recurrences.

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Company   : Typefi Systems (Pvt) Ltd

Address   : #27, Siebel Avenue, Kirulapone, Colombo 05, Sri Lanka

Designation : Systems Administrator

Served from : 01/2016 – 02/2019

Environment :

MS O365, MS Azure, AWS EC2, RackSpace, Cisco Meraki, OSX, MS Windows, PaperTrail, TV, IVR, Apple Desktop & Server, Citrix, VMWare, Adobe, MS PowerShell, Pulseway, HP, Jenkins, MSP, Buffalo, NAS, SAN, Crush FTP, Apache-Tomcat, Sophos, WebRoot, EC2 Systems Manager, MDM, Security & Encryption, Disaster Recovery, Scripting & Automation, PSA, Git, LogMeIn, QNAP, Google Apps, G-Suite, Zendesk, VOIP, Telzio, JIRA, Parallels, OpenVPN, Mail Guard, GPOM, IIS, Atlassian, Cisco VPN, Appogee HR, Omni, Harvest, Confluence, MS One-Drive, P2P-VPN, NXLog, BitBucket, SourceTree, Oxygen XML, Syncro Soft, Solarwinds, Slack, Skype for Business, RMM, Backup & Restore, Backupify, PipeDrive, AirTable, AutoTask, WebEX, WebMin, Typefi products

Project Role :

Be the in-house expert of Typefi's software product.

Provide support to all Desktops, Servers & systems support to our Colombo development team & to other branches/teams/contractors located globally.

Help maintain global systems infrastructure & troubleshoot advanced/complex applications, subsystems & hardware problems.

Supporting with the technology needs for both local & global branch offices.

Apply new knowledge through R&D, experimentation & continuous improvement.

Create & maintain system automation, enterprise backup, AV & endpoint security, security & encryption & monitoring while promptly respond to any alerts.

Pro-actively engaged in providing solutions to global R&D team.

Served Typefi's global end-user & customer base.

Keep a good coordination with our vendors on hardware/repairs.

Provide insight, expertise, guidance support to customer-facing team members.

Performed new App testing & deployment, implementing upgrades, modernization projects.

Define, implement, guide on IT security best practices.

Handle IT asset inventory system.

Extensive knowledge on ticketing systems used for our customer support.

Provided L2 & L3 support within set SLAs.

Created WiKi articles (KB) for self-learning/self-troubleshooting tips for the staff.

Managed office's enterprise firewalls & corporate WiFi network.

Preparing & presenting training sessions for staff as required.

IT Documentation.

Provided summaries & planning advice to management.

Provided after-hour support whenever required.

Supported day-to-day operations of our AWS based infrastructure.

Engineer scripts to automate routine tasks & those part of a continuous delivery pipeline.

Anticipate the needs of our global teams.

Prepare technical presentations & demos of designed solutions & processes.

Company   : Synergen Health (Pvt) Ltd

Address   : #209, Wijayaba Mawatha, Nawala Road, Nawala, Sri Lanka

Designation : Systems Engineer

Served from : 03/2015 – 10/2015

Environment :

MS O365, RackSpace, MS Azure, MS Windows Client & Server OS, DELL, IP-Camera, Zone Alarm, HP, NAS, SAN, Norton, Adobe, LogMeIn, Kaspersky, Box, GPOM, Citrix, VMWare, Bio-Metric Scanner, MS One-Drive, Skype for Business, VOIP, Vonage, AutoDesk, ZenDesk, OpenVPN, UTM Appliance, MS SharePoint, AnyDesk, Backup & Restore, ISO/IEC 27001 Standard, P2P-VPN, GFI MailEssentials, Security & Encryption, Disaster Recovery, Acronis, CloneZilla, ArcServe, Sophos, Soti MDM, PSA, SSO, Untangle, PFSense, HIPAA Compliance Standard, RCM, NextGen Health CRM, Plan Plus CRM, Polycom

Project Role :

Securely maintain the existing IT infrastructure.

Provided L2 & L3 support.

Preparing & presenting training sessions for staff as required.

Created WiKi articles (KB) for self-learning/self-troubleshooting tips for the staff.

IT Documentation.

Respond to IT tickets & resolve within given SLA.

Perform routine health, system, security checks on all servers & workstations.

Perform routine backup checks on all servers & subsystems.

Provided summaries & planning advice to IT management.

Handle IT asset inventory system.

Keep a good coordination with vendors on hardware/repairs & specially with ISPs 24/5 with set SLAs.

Collaborate with the IT team to work on improving the current systems & practices.

Maintain the ISO 27001 & ISO 9001 standards & participate on external audits.

Design, implement, maintain a secure network infrastructure with an enterprise firewall & switches.

Monitoring network performance, coordinating on planned maintenance, adjusting hardware components as required.

Ensure Synergen's network & subsystems are always fast, available, scalable to meet the unparalleled & constant demand.

Anticipate the needs of our global teams.

Define, implement, guide on IT security best practices.

Report cost-cutting solutions to IT management.

Create & maintain system automation, enterprise backup, AV & endpoint security, security & encryption & monitoring while promptly respond to any alerts.

Provided after-hour support whenever required.

R&D on improving existing IT architecture (upgrading to O365, move from Skype to SfB)

Coordinate with HR on handling interviews.

Automating L1 technical issues (via self-care, scripts, tools)

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Company   : Abitech (Pty) Ltd

Address   : #216, Memorial Ave, Ettalong Beach, NSW, Australia

Designation : IT Technical Engineer

Served from : 07/2014 – 02/2015

Environment :

VOIP, Telzio, Slack, LogMeIn, AnyDesk, TV, Kaseya MSP, Labtech MSP, MDM, GFI, Atlassian, Cobra, ZenDesk, OSX, MS Windows, Ubuntu Linux, Confluence, MS Lync, MS SharePoint, Google Apps, SBS, AV & End Point Protection, Backup & Restore, Scripting & Automation, Systems Monitoring, PSA, VPN, ZenDesk CRM, ZOHO CRM, Team Support, RackSpace, RMM, P2P VPN, RMM, IT Assets Inventory, iLO

Project Role :

Provided L1, L2 & L3 support for our AUS customers.

Master with MSPs to automate most tasks via back-end.

Handle our IT support ticketing system.

Coach/mentor local IT staff regularly.

Making sure to handle all ticket resolve/address within given SLA.

IT Documentation.

Created WiKi articles (KB) for self-learning/self-troubleshooting tips for the staff.

Apply new knowledge through R&D, experimentation & continuous improvement.

Serving with First Responses to incoming service/support requests.

Company   : Blue Berry IT Support (Pvt) Ltd

Address   : L 09, East Wing, WTC, Colombo 01, Sri Lanka

Designation : IT Infrastructure Engineer

Served from : 04/2011 – 07/2014

Environment :

MS Windows, Microsoft O365, Citrix, VMWare, CA ArcServe, LogMeIn, TV, ZOHO, Vipre, MS ISA, RMM, SolarWinds, Quest SW, PHD Virtual, Kaspersky, Sophos, Cisco, SC, Cyberoam, Spiceworks, IIS, PSA, Net Leverage, Malware-Bytes, Spybot, BigBrother, MSE, Linksys, Shadow-Protect, NAS & SAN, HP, VOIP, Vonex, Bio-Metric Scanner, MS Hyper-V, Rack Space, UTM Appliance, WebRoot, QNAP, DELL, MS Lync, Sophos MDM, Manage Engine, OSX, IP-Cop, Zone Alarm, Open Support, GPOM, P2P-VPN, Mail Guard, AV & End Point Protection, Backup & Restore, Bitrix24, MS VPN,, Parallels, MDM, WebMin

Project Role :

Handling the enterprise backup tasks by taking the full ownership/responsibility.

Attending to IT issues and following it till completion.

Constantly monitoring, tracking and documenting the existing backup tasks and applying hot fixes for smooth execution.

Participate in Knowledge sharing sessions to new team members.

Conducting various levels of tests in Virtual Labs before releasing to real (live) business environments.

Planning and carefully executing the alterations needed to be done on the networks/systems according to the constantly changing situation/client needs.

Performance monitoring and upgrading Nodes at client-end (PC/Server/Router/Switch) for a secure and stable performances.

Making sure a guaranteed response/feedback to client requests within a 10 minute window via VOIP, Email, SMS, Chat, Multi-Media call, Direct call.

Handling the company's enterprise UPS system by taking the full responsibility.

Have worked on manual process/task automation projects.

Maintaining the Roster calendar.

Managing the IT asset inventory system.

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Company   : Lanka-Cat (Pvt) Ltd

Address   : L 06, Access Towers, Union Place, Colombo 02, Sri Lanka

Designation : Systems Administrator

Served from : 08/2010 – 02/2011

Environment :

MS Windows, Microsoft, Ubuntu, VMWare, Acronis, CloneZilla, ZOHO, TV, LogMeIn, NTBackup, IIS, Kaspersky, Norton, Mail Guard, AV & End Point Protection, Backup & Restore, SC, D-Link, ProLink, MS ISA, MSE, VOIP, Soft Phones, IP Camera, Spiceworks, Bio-Metric Scanner, SolarWinds, BootCamp, Asus, D-Link, Linksys, ManageEngine, DELL, Robocopy, Nagios, Nagstamon, HP, WSUS, TrueImage, OpenVPN, IP-Cop, Oracle VB, MS VPC, PRTG, Zabbix, EMCO, PDQ Deploy, Buffalo, DataDog, VNC, SA

Project Role :

Attending to IT issues and following it until completion.

Conducted knowledge sharing sessions with team members.

Constantly monitoring, tracking and documenting progress & performance of each Node for a smooth execution.

Conducting various levels of tests in Virtual Labs before the final release into real (live) business environments.

Handling the company's enterprise UPS system by taking the full responsibility of the Unit.

Upgrading required Nodes in the offices for secure and stable performances.

Coordinate closely with VOIP services provider to quickly rectify VOIP issues & manage the VOIP software at user-end.

Maintain and manage IP-Cams, Finger-Scanner devices, HP & DELL servers for smooth operations.

Totally manage the enterprise backup system of the offices.

Experiment/explore new software and tools.

Planning and executing upgrades into the system/network according to the company's IT protocol/policy.

R&D & run tests/trials on new products & technologies.

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Company   : Korean Accessories (Pvt) Ltd

Address   : #160/6/1, Methsiri Mawatha, Pittugala, Malabe, Sri Lanka

Designation : IT Administrator

Served from : 01/2006 – 07/2010

Environment :

MS Windows, Microsoft, MS VPC, Oracle VB, VPN, AV & End Point Protection, ZOHO, EMCO, MSVB 6.0,

Norton, TV, HP, Terminal Server, NT Backup, Robocopy, Acronis, DELL, Asus, SA, Think Centre, HP,

Backup & Restore, Asset Inventory Systems, D-Link, Linksys, AVG, NTBackup, NetGear, PFSense, SA,

MS Office Suite, Open Office Suite, Spiceworks, Hitachi, Disaster Recovery, Malware-Bytes, WSUS

Project Role :

Handling the company's enterprise UPS, Backup, IP Camera, Finger-Scanner systems

Making sure all Nodes running smoothly.

Securing the LAN and Systems.

Monitoring the servers and routers.

Maintaining the company's Asset tracker report.

Conducted end-user training sessions.

Managing company Web site and Email.

Handling the company scanners and printers.

Handling the company's Terminal Server and External Users.

Handle IT asset inventory system

Vendor coordination

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Company   : CN Computers (Pvt) Ltd

Address   : #42/3, Lauries Road, Colombo 04, Sri Lanka

Designation : IT Support Engineer

Served from : 04/2002 – 11/2005

Environment :

MS Windows, Microsoft, Acronis, Spybot, Norton, Malware-Bytes, VNC, TV, SA, CA, VPN, VOIP, HP,

Backup & Restore, CloneZilla, AV & End Point Protection, Linksys, D-link, TrueImage, Kaspersky, PSE

Project Role :

Successfully handled duties on both onsite and offshore customers/users and team members by taking the full responsibility of the assigned job task.

Maintaining job log book.

High usage of various remote access tools.

On-call support/over-the-phone support.

Maintain H/W and Client warranty information database.

Design ,handle and market Small Office LANs.

	Managed client's internal networks.
	Machine repair and rebuild.
	Provide cost-cutting solutions to meet the minimal requirements.

STRENGTHS, KNOWLEDGE & SOFT SKILLS	Solid administrative experience & skills in IT
	Capable of entering into challenging new environments and identifying tasks/issues without much supervision
	Analytical and quick problem solving skills
	Create & follow IT standards/policies/process
	Enthusiastic learner who quickly grasps concepts & able to analyze & prioritize multiple tasks at a fast phase
	Effective written & verbal communicator
	A self-motivated & a result oriented go-getter
	A good team player having team-building skills
	Quick responder and a logical thinker within given SLAs
	Always keen to follow a systematic approach
	A good communicator and a good listener
	Passion for client management along with a strong customer focus
	Willing to learn/explore new technologies and methods
	Very positive in conducting new experiments and tests
	Attention to details when it comes to troubleshooting
	Excellent knowledge & professional skills in MSP/RMM/PSA products
	Excellent customer/client handling skills & building relationships, always keep the end-users happy
	A result oriented/driven personality under pressure situations
	Ability to have a strong liaise/relationship with vendors
	Excellent knowledge & professional skills in DR/Backup-Restore scenarios
	Strong research & technical documentation skills
	Positive attitude & commitment to meet delivery deadlines
	Good experience working with DevOps & SysOps team environments
	Cost cutting techniques & affordable hardware & network solutions whenever required
	Ability to prioritize & work on multi-tasking environment
	Excellent inter-communication skills.
	Working experience in ISO/ITIL standards & procedures.
	Out-of-the-Box thinker.

PROFESSIONAL & ACADEMIC QUALIFICATIONS	**PROFESSIONAL QUALIFICATIONS**
	[Microsoft Certifications ID# **6748920**]
	Have MCP [in Windows XP] Qualified
	Have MCTS [in Windows Vista] Qualified
	Have MCTS [in Windows 7] Qualified
	Have MCTS [in ISA Server 2006] Qualified
	Have MCITP-Virtualization Administrator [in Windows Server 2008] Qualified
	Have MCITP-Server Administrator [in Windows Server 2008] Qualified
	Have MCITP-Enterprise Administrator [in Windows Server 2008] Qualified
	Have MCITP-Enterprise Desktop Administrator [in Windows 7] Qualified
	Have MCSA-Enterprise Solutions Associate [in Windows Server 2008 & Windows 7] Qualified

	ACADEMIC QUALIFICATIONS
	Have a Certificate in Information Technology [Singapore Informatics (pvt) Ltd]
	Have a Diploma in Information Technology [Singapore Informatics (pvt) Ltd]
	Have a Certificate in Computer Hardware Technology [WYTECH (pvt) Ltd]
	Have a Kaspersky Certificate of Competence for KIS Suite [Avian Technologies (pvt) Ltd]
	Have a Sophos Certificate of Competence for SCE Suite [D-TECH (pvt) Ltd]
	Have an Advanced Diploma in Network Administration [Winsys Networks (pvt) Ltd]
	Have a Certificate of Achievement for LABTECH MSP SE Specialization [LABTECH Online University]
	Have a Certificate of Achievement for LABTECH MSP NE Specialization [LABTECH Online University]
	Have a Certificate of Achievement for LABTECH MSP SM Specialization [LABTECH Online University]
	Have a Certificate in Python for Beginners [University of Moratuwa, Faculty of Computer Science & Engineering]
	Have a Certificate for Datto Technical Specialist L-1 [DATTO Online Academy]
	Have a Certificate for Datto Technical Specialist L-2 [DATTO Online Academy]

SECONDARY QUALIFICATIONS	Passed G.C.E. A/L [2004] Index No - 4154347 1-A 1-C 2-S in **Mathematics** stream Passed G.C.E. O/L [1998] Index No - 80083811 6-D (distinction passes) 4-C (credit passes)

EXTRA CURRICULAR ACTIVITIES	I have been in college soccer, boxing, swimming, badminton, volleyball, carom teams and played few internal tournaments. I was a committee member of the college Buddhist and Sinhala literature associations. I have been a member of the college Safety Petrol Unit and in the Interact club. I have been a committee member of the College Rotaract Club.

PERSONAL DETAILS	Full Name : Mr. Adambarage Ruwan Tharinda de Alwis Address : #193/02/A/10, Sankalpa Vihara Road, Makandana, Madapatha, Piliyandala Date of Birth : 07th May 1982 NIC ID : 821280796V Civil Status : Bachelor Nationality : Sri Lankan School : Carey College Colombo 08

NON-RELATED REFEREES	**Mr. Asanka Kamburugamuwe** [CEO] Perituza Software Solutions LLC 2600 South Shore Blvd #300, League City, TX 77573, United States +1 713-702-5915

	Mr. Sahan Pannilage
	[Assistant Manager HR]
	Dilmah Ceylon Tea Company Plc
	MJF GROUP, #111, Negombo Road, Peliyagoda, Sri Lanka
	+94-717107841

I do hereby assure you that the information supplied herein are true & accurate to the best of my knowledge. As such, I sincerely express my full and avid willingness to carry out all duties, which are entrusted to me in the event of possible recruitment.

Kind Regards,
Yours Sincerely,

Ruwan de Alwis