



LOGANATHAN NARESH

IT ADMINISTRATOR & SUPPORT TECHNICIAN

CONTACT

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Hatton,
Sri Lanka.

🌐 slhtnaresh.github.io/Portfolio

EDUCATION

2008 - 2010

GENERAL CERTIFICATE OF
EDUCATION ADVANCED LEVEL
EXAMINATION SRI LANKA.

- Results : 3S

2005 - 2007

GENERAL CERTIFICATE OF
EDUCATION ORDINARY LEVEL
EXAMINATION SRI LANKA.

- Results : 2B 7C 1S

SKILLS

- Network Administration (LAN/WAN).
- Hardware & Software Troubleshooting.
- IT Helpdesk & User Support Email & Cloud.
- Services (Google Workspace / Microsoft 365).
- Website Maintenance & Content Updates.
- Printer, Router & Peripheral Device Management.
- Technical Documentation.
- Remote Desktop Support.
- Time Management & Team Collaboration.
- Canva Designing & Illustration.

PROFESSIONAL SUMMARY

Detail-oriented and technically skilled IT Administrator with hands-on experience in managing and supporting IT infrastructure, systems security, and user support. Proven track record of maintaining network stability, troubleshooting hardware/software issues, and ensuring smooth day-to-day IT operations.

WORK EXPERIENCE

Ceylon Asia Tours, Sri Lanka.

2019 - PRESENT

Senior IT Administration & Design Specialist

- Manage user accounts, permissions, and passwords in systems like Active Directory.
- Monitor network performance and troubleshoot connectivity issues (Onsite | Remotely).
- Update and patch systems to maintain security and software stability.
- Manage firewalls, antivirus software, and other cybersecurity measures.
- Design, develop, and maintain responsive websites using HTML, CSS, JavaScript, and CMS platforms (e.g., WordPress, Joomla).
- Create visually appealing user interfaces and ensure consistent branding across all digital platforms.
- Perform regular website updates, backups, and troubleshooting.
- Use tools like Adobe XD, Figma, Photoshop, and Illustrator for professional graphic and web design.

Apex Systems, Glen Allen, Virginia.

2015 - 2018

Helpdesk Support Analyst (100% Remote)

- Answering calls and chats from team members, assisting them with problems, entering problems into the help desk ticketing system, and escalating all critical issues.
- Handling password reset requests and responding to email promptly.

Room to Read, Sri Lanka.

2012 - 2014

IT Support & Documentation Assistant

- Answering calls and chats from team members, assisting them with problems, entering problems into the help desk ticketing system, and escalating all critical issues.
- Handling password reset requests and responding to email promptly.

PROFESSIONAL QUALIFICATIONS

CISCO CERTIFICATION CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)

2013 - 2014

WinSYS NETWORKS (Pvt) Ltd, Sri Lanka.

- Operation of IP Data Networks
- LAN Switching Technologies
- IP Routing Technologies & Services
- Network Device Security
- WAN Technologies & Troubleshooting

PEARSON (UK) BTEC LEVEL 5 HIGHER NATIONAL DIPLOMA (HND) in

2011 - 2014

Computer and Network Technology.

IDM Computer Studies (Pvt) Ltd, Sri Lanka.

- Web Development
- Linux Administration and Maintenance
- Database Management System
- Telecommunication Technologies
- Network Security
- Network Management
- Routing and Wide Area Networking
- Internet System Administration
- PC/ Networking O/SS
- PC and Network Technologies
- Programming Concepts
- System Analysis

REFERENCES

Miss. Pawiyathevi (Assistant Manager)

HSBC Securities-Centre of Excellency HSBC Electronic
Data Processing Lanka (Pvt.) Ltd.
439, Sri Jayawardenepura Mawatha, Welikada,
Rajagiriya, Sri Lanka.
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M. SanJey Khanth (Manager)

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Signature

Date