UDANA INDRAJITH
IT SUPPORT ENGINEER

PROFESSIONAL SUMMARY

IT Technical Support Specialist with over 3 years of experience in infrastructure support, network troubleshooting, system administration, and user support. Skilled in managing Office 365, Active Directory, firewalls, CCTV, and VPN configurations. Proven ability to ensure business continuity across remote sites and international teams. Collaborated with international teams using Microsoft Teams and SharePoint to resolve complex technical issues efficiently and deliver high-quality IT support services.

CONTACT

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TECHNICAL SKILLS

- Systems & OS: Windows 10/11, Windows Server, Active Directory
- Networking: LAN/WAN, DHCP, DNS, VPN, TCP/IP,ITIL, Routing, Switching, Firewalls
- Cloud: Microsoft 365, Teams, SharePoint, Azure, Google Workspace
- Security: Endpoint Protection, Antivirus (Kaspersky, ESET)
- Hardware/Software: Laptops, Desktops, Printers, Servers, NVR, Biometric Systems
- Tools: Remote Desktop, AnyDesk, Ticketing Systems, Backup Tools
- Telecom & CCTV: IP Telephony, CCTV Setup & Troubleshooting
- Other: SQL Server basics, NAS, Cable Crimping, Asset Management, POS, ERP

WORK EXPERIENCE

**IT Support Engineer (Project-Based) - PT. SASL & SONS INDONESIA |
2024-2025**

- Established a VPN tunnel to securely connect remote sites between Indonesia and Sri Lanka
- Designed and deployed a building-wide CCTV system with remote access features
- Resolved SQL application issues, ensuring performance and stability across platforms
- Managed hardware, network, and application troubleshooting for 100+ users
- Deployed Starlink satellite internet to maintain stable remote site connectivity
- Installed Windows-based servers for centralized data access and system control.
- Reduced support ticket resolution time by 30% through coordinated efforts with international teams using Microsoft Teams and SharePoint

**IT Support Technician - S.A. Silva & Sons Lanka (Pvt) Ltd |
2023 – 2024**

- Installed, configured, and maintained Wi-Fi, VPN,LAN/WAN networks, ensuring optimal performance and connectivity.
- Conducted desktop servicing, including hardware repairs, software installations, troubleshooting Windows 11 and system upgrades.
- Utilized tools such as cable testers, crimping tools, and multimeters for network cabling and troubleshooting.

- Monitored and maintained CCTV systems, ensuring security and functionality.
- Performed routine system updates, backups, and maintenance to ensure data integrity and system reliability.
- Provided helpdesk support for computers, servers, printers, and other IT equipment, resolving issues promptly.

**Associate Image Processor - OREL IT (Pvt) Ltd |
2022 – 2023**

- Delivered high-accuracy image processing services for international IT projects.
- Supported asset tagging and ERP system data entry for corporate clients .

PROJECT

- CCTV System Deployment: Designed full camera layout and NVR integration for a factory building
- SQL Server Optimization: Diagnosed and fixed connectivity and latency issues for internal business apps
- Starlink Deployment: Enabled high-speed satellite connectivity in rural factory zones

ACADEMIC HISTORY

- **Bachelor of Science in Information Technology, SIBA Campus, Sri Lanka | 2022 - 2025**

- **Diploma in Information Technology, SIBA Campus, Sri Lanka | 2021 – 2022**

- **Diploma in English Language, Sri Lanka | 2020**

NON - RELATED REFEREES

- Available upon request