

JOSEPH PERERA

SYSTEM ENGINEER

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NO 1, BALFOUR ROAD, NEGOMBO

PROFILE

I am an IT Systems Engineer specializing in Microsoft Server, VMware, pfSense, Kaspersky, Zimbra, and IT management for mid-sized and large clients. I have extensive experience overseeing the development, implementation, and management of information technology systems that improve accessibility and resolve networking issues. This experience has helped me develop a range of relevant skills, including an in-depth knowledge of Linux and Azure server architecture, confident project leadership, and familiarity with a range of technological applications proficient in the usage of Microsoft Visio as tools for technical presentation and documentation. I have extensive experience in planning, implementation, configuring, testing, and troubleshooting networking systems. I am competent in handling escalating problems. Being an effective systems administrator requires mastery of such skills, and I am dedicated to applying them to the next position I hold.

SKILLS & ABILITIES

Proven working experience in installing, configuring and troubleshooting UNIX/Linux based environments. Proven ability to work under pressure and to meet deadlines. Able to work as part of a team, and work shifts, evenings and weekends. Able to present & negotiate at all levels in a non-technical manner. Understanding of Change, incident and problem management. Constantly focused on improving customer service through improved infrastructure management. Implementation of Azure Services, Cloud Migration and Implementation. Implementation of Office 365 Solutions (Hybrid Deployments, Mailbox migration from on premises to Cloud). Installation, Configuration and Troubleshooting of Windows server 2003/2008/2012/2016 based Active Directory infrastructure.

EXPERIENCE

2014 – present

IT Systems Engineer

D. Samson Industries (Pvt) Ltd

Presenting reports to senior management, providing end-user training and documentation, and ensuring the maintenance and management of a critical Windows-based server environment. I keep antivirus levels up to date across all company machines and actively manage Active Directory and IT user accounts. My duties also involve managing and monitoring backups in multiple locations, providing maintenance support and break-fix solutions for eight contracts, and adhering to documented processes such as implementing change control procedures. I regularly liaise with IT Service and Senior Managers, troubleshoot technical problems, and implement system upgrades for workstations and servers. Furthermore, I handle the purchasing of IT equipment and software within agreed budgets and support a multi-location IT infrastructure for several hundred users. My role requires fast and accurate troubleshooting, asset management, and overseeing repair logistics. I am responsible for developing and implementing network security by following advanced security standards and protocols, assessing vulnerabilities, and managing daily firewall administration to ensure network integrity and security.

2010 – 2014

System & Network Junior Engineer
People's Bank Head Office

As an IT professional, I specialize in configuring and maintaining core banking, UNIX, and Linux systems, along with managing a Kaspersky Lab server for 500 clients. I'm skilled in setting up and troubleshooting Internet and Zimbra email services, identifying technical issues, and implementing solutions. My expertise includes server OS, security, remote access, and proficiency with various firewalls and proxies (Cyberoam, FortiGate, pfSense, ClearOS, CentOS). Additionally, I handle network cabling, repair, and maintenance of CCTV systems, and provide comprehensive help desk support via phone and on-site visits.

EDUCATION

BSc(Hons) in Network Technology

National Vocational Training Institute, Ratmalana

Higher National Diploma in BCS

E Soft Negombo Branch

Microsoft Certified Solutions Associate – 2012/2016

Microsoft Certified Solutions Expert -2012/2016

Associate VMware Data Center Virtualization (1V0-21.20)

Associate VMware Network Virtualization (1V0-41.20)

Turnkey IT Campus-Colombo 03

REFEREES

Mr. Dhammika Dasa – Chief IT Manager, People's Bank Head Office, Colombo 02

Tel No – 072 910 4846

Mr. Nuwan Sanjaya – Group IT Manager, D. Samson Industries (Pvt) Ltd, Colombo 02

Tel No – 078 451 2471