B.D. KALANA SANDEEPACHAMINDA

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PERSONAL STATEMENT

Excellent analytical and systematic skilled IT Support Engineer with nearly 2 years of experience in network design, escalation, support, network administration, and systems administration. Skilled in delivering technical support, managing network operations, and maintaining enterprise-wide area networks across multi-platform and high-uptime Data Center environments.

WORK HISTORY

Millennium IT ESP, Sri Lanka
Aug 2023 – Dec 2023

Engineer – System Support

Implementing, Testing, and Troubleshooting Network Infrastructure in Customer Environments.
- Analyze and provide recommendations for emerging network technologies.
- Assisted with the deployment and troubleshooting of various network devices and services, Cisco routers, switches & firewalls (ASA. FortiGate), and PRTG Monitoring Tool

Micronet Information Systems, Sri Lanka
May 2022 – Aug 2023

IT Site Support Engineer – L1

Responsible for ensuring the reliability, security, and efficiency of the organization's IT infrastructure, providing essential technical support to a large user base, and actively contributing to the overall IT success of the company.

- Provided L1 support and troubleshot to resolve issues related to Cisco Routers/Switches, Ruckus Controller, FortiGate Firewall and Sipmon Monitoring tool.
- Provided timely technical support to end-users, resolving hardware and software issues through troubleshooting and diagnostic procedures.
- Administered servers, ensuring optimal performance and security, and managed user accounts in Active Directory.
- Configured and maintained networking equipment, monitored performance, and implemented optimizations for efficiency.
- Monitored/troubleshot network performance and ensured system availability.
- Performed network maintenance and system upgrades including service packs, patches, hot fixed, and security configurations.
- Provided remote support, troubleshooting issues, and guiding users through problem resolution using remote access tools.
- Collaborated with cross-functional teams to implement IT projects and participated in team meetings to address ongoing issues.

Andrew CCTV & Computers, Sri Lanka
Dec 2018 – Feb 2021

CCTV Technician
- System design, Installation and Configuration
- System Troubleshooting, Maintenance, Upgrades and Expansion

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EDUCATIONAL QUALIFICATIONS

Wrexham Glyndwr University, UK
2022 - 2023

BSc (Hons) Computer Network & Security
- Network Security
- Future Technologies
- Managing Network & Systems
- IT Project Management

Advanced Technology Institute SLIATE - Dehiwala
2019 - 2022

Higher National Diploma in Information Technology
- Computer Hardware
- Computer Networking

Sri Sumangala College, Panadura
2018

Completed G.C.E.A/L Exam in Bio Stream

PROFESSIONAL QUALIFICATIONS

FortiGate Training Institute
2023

- Fortinet Network Security Expert Level 1: Certified Associate
- Fortinet Network Security Expert Level 2: Certified Associate

Cisco Networking Academy
2022

- CCNA: Introduction to Networks
- Introduction to Cybersecurity

TECHNICAL SKILLS

- Hands On experience in FortiGate Firewall.
- Experience in PRTG Network Monitor.
- Experience in configuring and maintaining Cisco Netwo technologies.
- Experience in Sysaid Ticketing System.

- Experience in Ruckus Wireless Controller.
- Hands on experience in Azure AD / local domain Active director
- Experience in Sipmon Network Monitor.

PERSONAL SKILLS

Problem-Solving Skills
- Adept at analyzing complex issues, I have a proven track record of identifying innovative solutions. In my role as a troubleshooter in IT, I resolved critical network outages, minimizing downtime and preventing data loss.

Time Management
- With strong time management skills, I efficiently prioritize tasks to meet deadlines. While working as an IT Site Support Engineer, I consistently delivered projects ahead of schedule, allowing for comprehensive testing and client satisfaction.

Teamwork
- As a collaborative team player, I foster a positive team dynamic. In an Azure Migration project, I actively collaborated with colleagues from diverse backgrounds, facilitating knowledge sharing and achieving project goals.

Adaptability to New Technologies
- Quickly to learn and adapt to emerging technologies. Successfully implemented a company-wide software upgrade, reducing software compatibility issues and enhancing productivity.

Leadership Skills
- As a team leader at Micronet Information Systems, I directed and motivated a team of five members. My leadership skills were instrumental in achieving project milestones on time.

COMMUINTY & VOLUNTEER SKILLS

HNDIT Student Council, Sri Lanka
May 2020 – Apr 2023

Coordinator
Coordinator of board committee in HNDIT (ATI-DEHIWALA).

Sri Lanka Youth Award Unit, Sri Lanka
Aug 2015 – Feb 2017

Member
Member of Youth award unit in Sri Lanka.

ACHIEVEMENTS

International Award of Bronze Standard of DUKE OF EDINBRUGH'S - 2017

INTERESTS
- Playing Cricket
- Reading Books