

# Ashane Deshapriya

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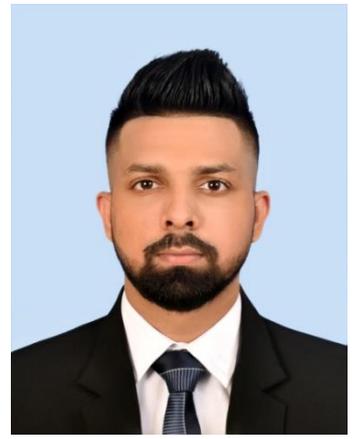
Visa: 90 Days Long Term Tourist

Nationality: Sri Lanka

Age: 27

Gender: Male | Marital Status: Married

LinkedIn: [Ashane Deshapriya](#)



## Profile Summary

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A passionate IT professional with more than 10 years of experience worked with multiple leading companies in Sri Lanka. Specialties include Server Administration, Network Administration, End user support, Computer Hardware...etc. Currently based in Dubai with 90 Days of tourist visa.

## Work Experience

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### HCL Technologies | Sri Lanka

February 2021 to June 2022

#### Technical Specialist

HCL Technologies Ltd is a leading global IT services company. The company is primarily engaged in providing a range of software services business process outsourcing and infrastructure services.

- Ensuring the 24/7/365 availability of all systems, applications, and infrastructure.
- Mitigating, identifying, troubleshooting, and resolving hardware and software issues on servers in a timely and accurate fashion.
- Independently resolve tickets & ensure that the agreed SLA of ticket volume and time are met for the team.
- Ensure positive customer experience and CSAT through First Call Resolution. (Directly working with USA Customer).
- Managing and Troubleshooting 1000+ Microsoft Windows Servers.
- Managing VM Ware VSphere, Hyper-V & Azure environment.
- Troubleshooting Citrix XenApp & XenDesktop related issues.
- Make sure the servers are up to date with 100% compliance through SCCM.
- Monitoring and troubleshooting daily server backups through Dell EMC Avamar.
- Troubleshooting 1000+ Network Printers including Microsoft print servers.

### Trade Promoters (Pvt) Ltd | Sri Lanka

March 2020 to January 2021

#### Systems Administrator

Sri Lanka and Maldives's sole authorized distributor for Cummins Inc. (diesel generators and engines for marine, construction and industrial applications), and Sri Lanka's authorized distributor for Schindler (elevators and escalators).

- Ensure the company network and server infrastructure is up and running 24/7.
  - Actively monitoring and supporting the tickets coming through the company ticketing system (Manage Engine).
  - Managing and administrating O365(Online Exchange), Active Directory, DHCP, DNS, File Server, Print Server, SAP, Hyper-V.
  - Performing employee on board and off board process from IT Department.
  - Performing day-to-day maintenance and repairs, including software and computer installations and upgrades, routine automation, security maintenance, troubleshooting, training, and technical support for all users (more than 150 users) and projects of the organization.
  - Administrating company Firewall (Fortigate) and Enterprise Anti-Virus guard (Falcon CrowdStrike).
  - Maintaining company devices and server asset, provide the necessary information to the management on IT Budget.
  - Monitoring and ensure the servers have the latest backups.
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**John Keells Holdings - Retail Sector | Sri Lanka**  
**IT Executive**

**July 2017 to February 2020**

Keells is one of largest super markets in Sri Lanka which going with updated technology. Keells has more than 120 super markets island wide Sri Lanka.

- Supported on all the IT related issues on all the super markets.
- Monitoring and working on the incidents coming through helpdesk system.
- Troubleshoot more than 1500 computers and devices (POS Systems, Display units, Printers, Hand held devices, Access points, Servers, Network switches and Routers).
- Escalating the vendor related issues and following up until the closure.
- Installing and configuring Software, Security patches, Software updates.
- Managing and Monitoring the enterprise virus guard (Kaspersky).
- User creation, account creation and troubleshooting password related issues on Active Directory.
- Planning and Implementation the whole IT Infrastructure on new sites.
- Handled the new projects and infrastructure changes on current outlets (Infrastructure change and Replaced the old POS system with new touch system).

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**Hayleys Fentons Limited | Sri Lanka**  
**IT Officer**

**January 2014 to May 2017**

Hayleys Fentons is one of the leading MEP companies in Sri Lanka, offering complete mechanical, electrical and plumbing Services also enterprise ICT Solutions. Company was established in 1921.

- performing day-to-day maintenance and repairs, including software and computer installations and upgrades, security maintenance, troubleshooting, training, and technical support for all users (more than 350 users) and projects of the organization.
- Dealing with day to day end user tickets (OS issues, Software issues, Outlook issues, Peripheral issues).
- Setting up new user accounts and profiles and dealing with password issues in Active Directory.
- Configuring and Troubleshooting Active Directory, MS Exchange Server, Kaspersky Server, DNS, File Server and Printer Sever, WSUS, Backup Server and ERP System.
- Following up the user onboarding and off boarding IT procedures.
- Monitoring the day to day mail queue, logs and mail flow in MS Exchange server.
- Prioritizing and managing many open cases at one time in help desk system.
- Monitoring the daily logs and virus attacks on Kaspersky Administration Server.
- Setting up and troubleshooting virtual machines in Hyper-V.
- Maintaining the IT Asset and purchasing company IT requirement.
- Daily health check and troubleshooting Servers and Network devices. (Cisco Servers, NAS, UPS).

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**Soft System Computer Zone | Sri Lanka**  
**Senior Computer Hardware Technician**

**June 2012 to January 2014**

Soft System Computer Zone is a leading IT Solution provider in Sri Lanka offering customers one of the best options in Desktop & Laptop Computers, IT Accessories, CCTV Security Camera Systems, and Network Solutions.

- Recognize the needs of the customer and provide detailed information to the customer about the technical specifications of the computer hardware/software offered by the company.
- Advises customers on technical matters and recommends appropriate computer configurations.
- Provide technical support after merchandise is purchased.
- Demonstrate product features before and after a sale.
- Assembling, Repairing, Servicing, Upgrading and Troubleshooting Computers.
- Troubleshoot & Servicing Branded Computers. (HP, Dell, Acer, IBM, etc.).

- Troubleshoot & Servicing Printers (HP, Epson, Canon).
- Troubleshoot, Servicing and Upgrade Laptops.
- Hard Disk Partition, Data Backup, Data Recovery.
- Operating systems, Software / Applications Installations as per the requirement.
- Setting up ADSL / Router Configuring.

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**Comnet Computers | Sri Lanka**

**February 2012 to June 2012**

**Trainee Computer Hardware Technician**

Comnet Computers is a leading company that specializing and introducing of world leading brands of computer peripherals and new technology gadgets in Sri Lanka.

- Assembling, Repairing, Servicing and Upgrading Computers. (Pentium III, Pentium IV, Dual Core, Core 2 Duo, Core 2 Quad, Core i3, Core i5, Core i7 CPU).
- Installation & Troubleshoot Client Operating Systems. (Win XP, Vista, Win.7).
- Installation & Troubleshoot Software (Antivirus Software, Microsoft Office Package, Graphic Packages, Multimedia Packages, Etc.).

## **Certifications**

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- Microsoft Certified Solution Associate MCSA in Windows Sever 2012.
- Microsoft Certified Professional MCP in Configuring Windows 8.
- Diploma in Computer Hardware with Networking at Vocational Training Center.
- Diploma in Network Administration with Security at Vocational Training Center.
- Fortinet Network Security Expert NSE level 1.
- Fortinet Network Security Expert NSE level 2.
- Cisco Introduction to Cyber Security.
- Remote Work and Virtual Collaboration Professional Certificate – RWVCPC.

## **Other Information**

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- Languages: English (Fluent).
- Notice Period: Immediately.

I hereby certify that the particulars contained here are true and accurate and if I am selected for a position in your undertaking, I would perform my duties to the best of your satisfaction.

Thanking You,  
Yours faithfully,

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Ashane Deshapriya