

KAVINDU DHANANJAYA

Network Security



CONTACT

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EDUCATION

Melbourne Polytechnic

Bachelor of Information Technology
(Networking Major)
2022 - 2025

Edith Cowan College (ECU) / Australian College of Business and Technology, Sri Lanka

Diploma of Science (Computing / IT)
2021

G.C.E. Advanced Level Examination (Bio Systems Stream)

Department of Examinations, Sri Lanka | 2019
(Equivalent to Australian Year 12 qualification.)

- District Rank: 46 (North Central Province)
- All-Island Rank: 895

2019

ESOFT Metro Campus, Sri Lanka

Diploma in Information Technology with
E-Commerce (DiTEC)/Pearson
2015

SKILLS

- Management Skills
- Programming (Python)
- Problem Solving
- Networking & Infrastructure
- Cloud & Virtualisation
- Critical Thinking
- Leadership

LANGUAGE

English

PROFILE

An IT professional specialising in Network Security & Infrastructure, with hands-on experience across cloud systems, ICT support, and network administration. Passionate about building secure, scalable, and efficient solutions that connect people and technology. Currently completing a Bachelor of Information Technology (Networking Major) at Melbourne Polytechnic, I aim to contribute to innovative organisations that value security, reliability, and technological growth.

EXPERIENCE

Australia Post, Melbourne VIC

Postal Delivery Officer

2022
(June)

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2025
(October)

- Delivered and sorted mail and parcels across multiple routes with accuracy and timeliness. Recognised for excellent time management and customer service. Mentored and supported new staff, contributing to KPI achievement (Safety, Scanning Compliance, First Day Delivery). Demonstrated accountability and adaptability under changing conditions.

Pixous Innovations, Sri Lanka

Software Engineer Intern

2020
(Jan)

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2020
(Nov)

- Began as Intern (Java Development) and progressed to Software Engineer. Worked on projects using Java, ASP.NET, and C#.NET for web and software applications. Gained experience in debugging, requirement gathering, and collaborative team development. Praised for diligence, interpersonal skills, and professionalism by management.

ICT Support Technician

Austin Health, Heidelberg, Victoria

2025 October –2026 February

- Logged, updated, and resolved incidents and service requests via the KACE ticketing system, JIRA ticketing system, ensuring clear and timely communication with end users.
- Conducted diagnostic investigations and implemented remedial actions to maintain computer hardware and software serviceability, minimising system downtime.
- Delivered basic network support by maintaining connectivity for workstations, printers, and internal and external medical devices, escalating issues to infrastructure teams when required.
- Installed and managed security certificates and configured secure Wi-Fi connectivity for clinical and medical devices.
- Provided on-site ICT support for departmental projects within CSSD (Central Sterile Services Department) and Austin Operating Suite (AOS).
- Created and maintained technical documentation, including ICT processes and procedures.
- Liaised with vendors including EcoLab, Olinqua, Dell, Zebra, and Kyocera to coordinate issue resolution and support service delivery.
- Participated in the installation of on-premises and cloud-based hardware and software, maintain accurate technical documentation, and delivered high quality customer service, including after-hours onsite escalation support when required.
- Provide end-user support for Outlook, Microsoft 365 applications, Citrix, and VPN access (including MFA with Microsoft Authenticator), and deliver support for Cisco and Spectralink phone systems with basic VoIP troubleshooting.
- Administer print servers to minimise downtime and ensure reliable printing services.
- Administer and maintain Active Directory, Microsoft Configuration Manager (SCCM/MCM), Azure AD Microsoft 365, and DHCP, ensuring secure access, stable connectivity, and reliable IP addressing.

Technical skills

- **Ticketing & Support Tools:** KACE ticketing system, ManageEngine ticketing system
- **Identity & Access Management:** Active Directory (User, Computer and Printer Management), Azure Active Directory (Entra ID)
- **Endpoint & Device Management:** Microsoft Configuration Manager (SCCM/MCM), Windows imaging, software deployment and updates
- **Operating Systems:** Windows 10, Windows 11
- **Microsoft Platforms:** Microsoft 365 (Outlook, Teams, OneDrive), Exchange Online
- **Virtualisation:** Citrix & Citrix Director
- **Security & Access:** Multi-factor authentication (MFA), Wi-Fi configuration for medical devices
- **Networking:** TCP/IP fundamentals, DHCP, DNS, LAN/WAN connectivity, switch ports, patch panels, cable tracing, printer and device connectivity
- **Telecommunications:** Cisco, NEC and Spectralink phone systems, VoIP troubleshooting
- **Hardware & Peripherals:** Desktop and laptop support, printers, scanners, Zebra printers, clinical and medical devices
- **Documentation:** Technical documentation, process creation

REFERENCES

Patrick O'Hanion

(Operational Manager – Australia Post)

Contact – 96234772

Patrick.O'Hanion@auspost.com.au

HODGSON, Lyle

(ICT Service Owner Team Lead –Austin Hospital)

Lyle.HODGSON@austin.org.au