NIHARA WARUNYA

IT Support Engineer | System Administration | Network Support

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ABOUT ME

Results-driven IT professional with a strong academic foundation in Software Engineering and hands-on experience in technical support, system maintenance, and network assistance. Proven ability to troubleshoot hardware and software issues, manage user accounts, and maintain reliable IT infrastructures. Recognized for strong analytical thinking, adaptability, and a proactive approach to problem-solving. Seeking an IT Assistant or IT Support role to contribute technical expertise while advancing within a dynamic organization.

TECHNICAL SKILLS

IT Support

- End-user technical support
- Helpdesk support
- Hardware & software troubleshooting

System Administration

- Windows OS Administration
- User account management
- Access control

Networking

- Network configuration (LAN/WAN/Wi-Fi)
- VPN basics
- IP addressing

Documentation

- IT asset registers
- Incident logs
- Technical documentation

Security

- Firewall management
- Antivirus support
- Basic cybersecurity practices

EXPERIENCE

IT Support Engineer

Vicor International (Pvt) Ltd | 2024 – 2026

- Provided technical support to 40+ end users, ensuring smooth day-to-day business operations.
- Diagnosed and resolved 15–25 hardware and software issues weekly, minimizing downtime.
- Assisted in installing, configuring, and upgrading PCs, printers, and peripheral devices.
- Supported network connectivity (LAN/Wi-Fi) to maintain reliable communication across departments.
- Managed user accounts, permissions, and access rights within Windows environments.
- Maintained accurate IT asset registers and incident documentation to improve tracking and accountability.
- Performed routine system maintenance and updates to enhance performance and security.
- Responded promptly to technical requests, improving overall employee productivity.

EDUCATION

Bachelor of Engineering (Hons) in Software Engineering

London Metropolitan University | 2024-2025

Developed expertise in software development, database systems, and scalable technology solutions aligned with industry practices.

Pearson BTEC Higher National Diploma in Computing (Software Engineering)

ESOFT Metro Campus | 2022 – 2024

Built strong technical expertise in programming, networking fundamentals, database management, and system analysis.

Diploma in Business Management

ESOFT Metro Campus | 2022 – 2023

Gained a solid understanding of business operations, management principles, and organizational processes within technology-driven environments.

G.C.E. Advanced Level – Information Technology

Pannala National School | 2016 – 2020

Built foundational knowledge in computing, digital systems, and analytical problem-solving.

CERTIFICATIONS

Microsoft Information Protection and Compliance Administrator Associate (SC-400) — Certification Preparation

LinkedIn Learning | Issued Jan 2026

PMI Agile Certified Practitioner (PMI-ACP)® — Certification Preparation

Project Management Institute | Issued Jun 2024

Introduction to Artificial Intelligence

LinkedIn Learning | 2026

REFERENCES

Sachin Nishshanka

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Malsha Sewwandi

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