

# Nayagam Sajith Kumar

## AREAS OF EXPERTISE

*Diagnostics*

*System Backup*

*End User Support*

*New Installations and Support*

*Cloud email and domain services*

*Firewalls / Security*

*Hardware Exposure*

*Problem identification*

*Router / access point configuration*

*Endpoint Antivirus Configurations on servers*

*Hyper-v Virtualization*

*Graphic Designing*

*Maintenance*

## PERSONAL SKILLS

*Organizational*

*Problem solving*

## PERSONAL DETAILS

*Nayagam Sajith Kumar  
281/21D Samagi mawatha  
Kerawalapitiya road  
Hendala Wattala*

*T: +94112930438*

*M: +94773660199*

*E: [saji2007billa@gmail.com](mailto:saji2007billa@gmail.com)*

*DOB: 22/02/1988*

*Driving license: Yes*

*Nationality: Sri Lankan*

## IT Support Technician

### PERSONAL SUMMARY

A bright, talented and ambitious IT support technician with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing Networking, Hardware problems and to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to organize and present complex solutions clearly and accurately

### WORK EXPERIENCE

- **Imalco – Doha Qatar**  
IT SUPPORT TECHNICIAN December 2011 – April 2014

- **Vevo Software Trading - UAE**  
IT EXECUTIVE (MONITORING) April 2015 – September 2015

- **Silverline Information Technology – Colombo 08**  
SENIOR CUSTOMER SUPPORT EXECUTIVE September 2015 – November 2017

#### **Duties:**

1. Responsible for supporting: Windows XP/Vista/7/8.1/10 Office 2007 to 2016, Windows Server, Small Business Server 2003/2008/2012, Active Directory management, User accounts, Permissions, Share resources, Backup products, Anti-Virus products, DNS/DHCP, TCP/IP, Ethernet, wireless router, Access points and Firewall Configurations.
3. Designing and Implementing a Server Infrastructure Configures, tests and Maintains LAN/WAN equipment's and related services.
4. Identifies, diagnoses, and resolves network problems
5. Manage and Configurations Cloud Email Server (Hostgator, Google apps) and Domain services
6. Managing Microsoft hyper-v virtualization Environment
7. Minimize downtime of the Servers, carrying out administrative tasks (System Backup, Restore, patch management, security updates etc.) efficiently.
8. Manage external vendor's relationships and services
9. Any other duties as directed by the management of the company

- **Asia Power Power station – Sapugaskanda and Colombo 05**

SENIOR CUSTOMER SUPPORT EXECUTIVE December 2017 – Present

3. . Responsible for supporting: Server 2016, firewall .user level and all IT related Activates

## ACADEMIC QUALIFICATIONS

- Successfully completed Certificate in Industrial training in Windows Network Administration (Server 2003) at Turnkey it training Colombo -03, Srilanka. **(Grade Achieved : A)**
- Successfully completed Certificate In Graphics Specialist at Academy Of Digital Science, Colombo - 07 , Sri Lanka
- Successfully completed Certificate in Cisco Certified Network Associate (CCNA 640-802) at Winsys Networks Colombo -03, Srilanka. **(Examination Score : 577)**
- Successfully completed Certificate in Windows Server 2008 Network Infrastructure, configuring (MCTS 70-642) training at Winsys Networks Colombo -03, Sri Lanka.
- Successfully completed Certificate in Windows Server 2008 Microsoft Certificate Technology Specialist Active Directory (MCTS 70-640) at Turnkey it training Colombo -03, Srilanka.
- Successfully completed Certificate in Windows Server 2008 Microsoft Certificate Technology Specialist Application Infrastructure (MCTS 70-643) at Turnkey it training Colombo -03, Srilanka.
- Successfully completed Certificate in Graphics Specialist at Academy Of Digital Science, Colombo -07, Sri Lanka.
- Successfully completed Certificate in Industrial training in Linux Network Administration (Ubuntu Linux and debian Linux) at Turnkey it training Colombo -03, Srilanka. **(Grade Achieved : C)**

## EDUCATIONAL QUALIFICATION

### PASSED G.C.E O/L (TAMIL MEDIUM) 2004

A Levels: Commerce (C) English (C) Tamil (C) Religion (C) Mathematics (S) Social Studies (S)  
**St.Anthonys College, Wattala, Srilanka 2003-2004**

### G.C.E A/L 2007 COMMERCE STREAM (TAMIL MEDIUM)

A Levels: Business Studies (S) Economics (S)  
**St.Anthonys College, Wattala, Srilanka 2005-2007**

## KEY SKILLS AND COMPETENCIES

1. Excellent customer facing, communication and rapport building skills.
2. Experience of Lotus Notes, Linux/Unix system.
3. Thorough understanding of computer and networking concepts
4. Physically fit, able to work in confined spaces, crawl and lift heavy objects
5. Able to prioritize in a complex, fast-paced environment
6. Willing to work flexible schedules / shifts

## REFERENCES

Sanjay Kumar  
System Administrator  
Net starter Colombo  
Mobile: +94 777109887

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Date

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Signature [Nayagam Sajith kumar]

