Sampath Kiriporuwage

SYSTEMS & NETWORK ADMINISTRATION

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PROFILE

Systems and network administrator with 10+ years of experience in IT support, infrastructure deployment and business systems. At Axira, performs scheduled network cutovers after business hours, before opening and on weekends. Verifies business application access after each cutover and documents results for client handover. Available for shared after-hours support for critical outages and security incidents. Deploys Fortinet, Cisco and Dell infrastructure across data centres, branches and retail sites. At Asia Siyaka Commodities PLC, administered VMware and Hyper-V virtual machines and configured firewalls, switches and VPNs. Supports Microsoft 365, Active Directory, Azure and Windows Server, with experience in remote branch troubleshooting, endpoint patching, ticket escalation and SQL Server backup and restore support.

TECHNICAL SKILLS

Networking & hardware FortiGate, FortiSwitch, FortiExtender, Cisco Catalyst, Meraki MX, LAN/WAN, VLANs, VPN troubleshooting, DHCP, DNS, Wi-Fi, LACP, OSPF, BGP, PowerEdge, PowerStore, Connectrix Fibre Channel

Systems & cloud Windows Server, Linux, VMware, Hyper-V, Azure, Active Directory, Microsoft 365, Exchange, Teams, SharePoint, access permissions, onboarding and offboarding

IT operations RMM and remote support (SimpleHelp, MeshCentral, AnyDesk, DWService), ticketing (Jira, Redmine, Trello), triage and escalation.

Endpoint operations Patching, asset tracking, workstation imaging, installation and diagnostics. Familiar with PowerShell and Veeam.

FIELD SERVICE & CLIENT EXPERIENCE

Field-service organizations Ledcor Technical Services, LTS Solutions Ltd., iTel Networks, Comcast Canada, TELUS, Zayo, CDW, Rogers, Eastlink, MachineQ, and GTT Canada Business I&R.

Onsite client projects City of Coquitlam, Suncor, Petro-Canada, Agricultural Bank of China, CIBC, EMCO, Specsavers, Purdys Chocolatier, Starbucks, Tim Hortons, A&W, and Cadillac Fairview.

PROFESSIONAL EXPERIENCE

Systems and Network Administrator

Sep 2025 – Present

Axira Group Inc. · Surrey, BC · Hybrid

- Deploy FortiGate, FortiSwitch and FortiExtender devices to replace legacy Cisco equipment at retail sites. Validate VLAN connectivity for point-of-sale and back-office systems before client handover.
- Deploy, migrate and troubleshoot infrastructure across data centres, branches and retail sites, including subcontracted field assignments from Ledcor Technical Services.
- Stage switch configurations offline and coordinate scheduled core, production and WAN cutovers with onsite and remote teams. Perform upgrades before opening, after closing and on weekends, then verify business applications before client handover.
- Troubleshoot Cisco Catalyst Plug and Play provisioning and DHCP startup. Validate switch stacks, LACP uplinks, OSPF and BGP sessions, and DHCP after cutovers.
- Install Dell PowerEdge servers, Dell PowerStore storage, NAS devices and Connectrix Fibre Channel equipment. Deploy branch switches and access points, and confirm device status with remote teams.
- Work with carrier support to troubleshoot Cisco Meraki MX connectivity and verify service through the secondary appliance. Save switch configurations and document topology, port mappings and test results.
- Implement RingCentral and Bright PBX phone systems and configure Grandstream IP phones. Contributed to a RingCentral–TELUS API integration.

Web Designer
May 2024 – Oct 2025

DCS Technologies Inc. · Surrey, BC

- Designed responsive WordPress and WooCommerce sites with HTML, CSS and JavaScript. Maintained websites, plugins, content, SEO and performance for business clients.
- Supported POS, online ordering and SQL/API integrations for retail, e-commerce and restaurant clients. Used logs, manual testing and Postman to reproduce issues with products, prices, stock and orders.
- Configured and supported payments, POS devices, barcode scanners, kitchen displays, digital menus, printers and Android apps
- Documented recurring issues, change requests and fixes, and coordinated with technical teams. Supported Google Address and distance calculations for delivery workflows.

System Administrator
Nov 2021 – Mar 2024

Asia Siyaka Commodities PLC · 320 T. B. Jayah Mawatha, Colombo 01000, Sri Lanka

- Administered Windows and Linux servers, VMware and Hyper-V environments, Microsoft 365, and Active Directory.
- Configured and maintained firewalls, switches, VPNs and routers, and supported wired and wireless LAN/WAN infrastructure.
- Applied system patches and supported NAS storage, backups, disaster recovery, security and data integrity in hybrid cloud environments.
- Supported Dynamics 365 Business Central and tbBoss ERP. Implemented and monitored VAT and SVAT compliance workflows.
- Built SQL-based Power BI dashboards for real-time reporting and worked with business teams to translate requirements into workflow improvements.
- Troubleshot end-user issues, tracked support tickets, maintained support documentation, and trained users on enterprise systems.

Senior Support Engineer
Nov 2018 – Oct 2021

CICRA Solutions (Pvt) Ltd. · Colombo, Sri Lanka

- Supported Windows and Linux servers, Azure, Microsoft 365, enterprise applications and database-connected systems. Diagnosed server, network and application faults onsite and remotely using RMM.
- Resolved user account, access, email and SharePoint requests. Documented escalations, maintained support guidance and coordinated with internal teams and vendors.
- Built analytical reports with BIRT Report Engine and developed UI/UX prototypes in Adobe XD.

IM Solutions (Pvt) Ltd. · Colombo, Sri Lanka

Project Coordinator
Apr 2018 – Oct 2018

- Coordinated schedules, resources and budgets for IT projects. Tracked requirements, milestones and risks to keep technical teams and business stakeholders aligned.
- Facilitated project meetings and maintained project documentation, including changes to scope and requirements. Followed up with teams on open issues and deadlines.

Senior Customer Support Executive
Feb 2017 – Mar 2018

- Handled escalated software and hardware issues, coordinated installations, and followed up with customers through resolution. Mentored junior support staff on troubleshooting and customer communication.
- Reviewed customer feedback and support metrics to identify recurring issues. Shared findings with software and hardware teams to improve products and service delivery.

Hardware Technical Executive / Customer Support Executive
Jan 2015 – Feb 2017

- Diagnosed hardware and software faults, configured customer equipment, and performed preventive maintenance.
- Guided customers through equipment setup and product use, documented service work, and coordinated recurring support issues with software and hardware teams.

EDUCATION

- **BSc (Hons) Computing (Information Systems)** University of Greenwich, United Kingdom · 2025
- **Diploma in Software Engineering** ESOFT Metro Campus, Sri Lanka
- **Diploma in PC Hardware Engineering & Networking** ESOFT Metro Campus, Sri Lanka · 2015

LANGUAGES

English and Sinhala

Project Experience

INFRASTRUCTURE PROJECTS

Fortinet Retail Network Rollouts – Replaced legacy Cisco equipment with FortiGate, FortiSwitch and FortiExtender, and verified point-of-sale and back-office connectivity.

Cisco Network Cutovers & Branch Connectivity – Staged Cisco Catalyst switch configurations offline for core, production and WAN cutovers. Validated switch stacks, LACP uplinks, OSPF and BGP sessions, and DHCP after migration. Troubleshot Meraki MX connectivity with carrier support.

Dell Data Centre & NAS Deployments – Installed Dell PowerEdge servers, Dell PowerStore storage, NAS devices and Connectrix Fibre Channel equipment.

VoIP Deployment & Integration – Implemented RingCentral and Bright PBX, configured Grandstream IP phones, and contributed to the RingCentral–TELUS API integration.

Virtualization & Backup Administration – Administered VMware and Hyper-V virtual machines and supported NAS storage, backups and disaster recovery in hybrid environments.

POINT OF SALE, HOSPITALITY & E-COMMERCE

Ranger POS System – Multi-location retail and hospitality POS for sales, inventory, payments, device workflows and reporting. SQL Server, Crystal Reports, WordPress and C#.

Ranger Online – Integrated online ordering with POS and real-time product, price, stock, totals and order synchronization. REST APIs, SQL Server, WordPress and WooCommerce.

Ranger Digital Menu Screen – Restaurant menu displays for categories, pricing, offers and promotions. Web display, SQL Server and POS integration.

Ranger KDS – Kitchen display system for preparation status, KOT/BOT and live order updates. Android, Windows, SQL Server and POS integration.

Android Order and Delivery App – Order management, delivery tracking and distance calculation. Android, REST APIs, SQL Server and Google Maps.

Price Checker – Barcode scanning tool for POS prices, offers and promotions. C# and SQL Server.

BUSINESS APPLICATIONS & ANALYTICS

Barcode-Based Process Management – Developed barcode tracking for the Sri Lanka Atomic Energy Board using C#, SQL Server and barcode scanners.

Power BI Business Analytics System – SQL-backed dashboards for brokerage reporting and sales analysis.

tbBoss ERP System – Automated back-office operations and reporting for tea brokers. Power BI, SQL Server and Crystal Reports.

PayMaster – Biometric attendance, payroll and loan management. C#, SQL Server, Crystal Reports, ZKTeco and Hikvision.

COMMUNICATIONS & SITE TECHNOLOGY

Bright PBX IP Phone Setup – Configured business IP phones, extensions and call routing using PBX and VoIP.

Camera Installation & Monitoring – Installed and configured IP and analog CCTV cameras, including DVR/NVR setup and network configuration for site monitoring.

WEBSITE PORTFOLIO

Trees in the 6 · Chef Granny's Pizza · SmartPOS · Memon Mart · Smart Starters · Delicious Pizza

ADDITIONAL TECHNICAL SKILLS

Business systems & web POS, ERP, CRM exposure, payments, KOT/BOT, KDS, online ordering, WordPress, WooCommerce, HTML, CSS, JavaScript, REST APIs and Postman

Devices & peripherals Receipt and office printers, barcode scanners, copiers, mobile devices, IP phones, PBX, CCTV and network-connected peripherals

Data & development support SQL Server, MySQL, SQL joins and validation, backup and restore support, Power BI, Crystal Reports, manual testing, defect reproduction, release validation and beta support