



# W M L SANDARUWAN

MSc Cyber Security  
BEng (Hons) · HND Computing  
Assistant Manager – Infrastructure

## CONTACT

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## CORE SKILLS

### INFRASTRUCTURE & MANAGEMENT

- › Infrastructure Management
- › Project Leadership
- › Team Management
- › Incident Management

### SYSTEMS & NETWORKING

- › Windows Server Administration
- › Linux Server Administration
- › Network Management
- › Backup & Recovery Solutions

### CLOUD & VIRTUALISATION

- › VMware vSphere
- › Hyper-V
- › Proxmox
- › Microsoft Azure
- › AWS

### SCRIPTING & DEVELOPMENT

- › PowerShell
- › Shell Scripting
- › Python
- › PHP
- › Node.js

### AI & AUTOMATION

- › Ollama (Self-hosted LLMs)
- › n8n Workflow Automation
- › Moltbot

### IOT DEVELOPMENT

- › ESP32
- › Raspberry Pi
- › Arduino
- › Sensors & Protocols (MQTT, I2C)

## PROFESSIONAL SUMMARY

Senior IT infrastructure professional with 10+ years of experience spanning network engineering, systems administration, cloud environments, and cybersecurity. MSc Cyber Security graduate (Staffordshire University, UK) currently leading infrastructure at Fortude. Proven track record of delivering complex infrastructure projects, mentoring technical teams, and driving enterprise-grade reliability.

## PROFESSIONAL EXPERIENCE

### Assistant Manager – Infrastructure

July 2024 – Present

*Fortude*

- › Oversaw management and optimization of IT infrastructure, ensuring reliable and secure operations
- › Led infrastructure projects from inception to completion, ensuring alignment with business objectives and timely delivery
- › Managed and mentored a team of IT professionals, fostering a culture of collaboration and continuous improvement
- › Drove improvements in network, server, and cloud environments to enhance system performance
- › Ensured high availability and uptime of IT systems through best practices and proactive monitoring
- › Maintained compliance with industry standards and regulations through necessary policies and controls
- › Oversaw incident management processes to quickly resolve infrastructure-related issues
- › Conducted capacity planning and forecasting to ensure infrastructure met current and future business needs
- › Assisted in managing infrastructure budgets and resource allocation to optimize spending
- › Maintained comprehensive documentation and provided regular performance reports

### Senior System Administrator

January 2023 – June 2024

*Fortude*

- › Utilized and maintained the helpdesk ticketing system, promptly addressing internal IT ticket requests
- › Managed day-to-day operations of host systems by monitoring performance, configuration, and maintenance
- › Developed new system implementation plans, custom scripts, and testing procedures for operational reliability
- › Performed troubleshooting, leading problem-solving efforts involving outside vendors and support personnel
- › Supervised operations staff including hiring, training, evaluating, and disciplining
- › Ensured technical documentation was up-to-date and stored in an organised manner
- › Collaborated with security, network, operations, development, and business teams to deliver highly available services
- › Constantly monitored and oversaw server performance (software and hardware) to ensure optimal operation

### System Engineer – Service Desk L2

October 2022 – January 2023

*MOQdigital – A Brennan Company*

- › Maintained high login efficiency (availability) for customers
- › Resolved tickets within the agreed Service Level Agreement (SLA) for ticket volume and response times
- › Managed MS Exchange, Active Directory, DHCP, DNS, and Group Policy Objects (GPO)
- › Troubleshoot Windows Servers and Windows Client Operating Systems
- › Managed user accounts in O365 Admin Center and Azure Active Directory
- › Worked with Hyper-V virtualisation technologies
- › Handled data backup technologies including Veeam Backup and Cloudally
- › Troubleshoot issues related to print servers and print queues

### Senior Analyst (ICT Support Engineer)

June 2021 – October 2022

*HCL Technologies (appointed to BP)*

- › Maintained high login efficiency (availability) for customers at British Petroleum (BP)
- › Resolved tickets within the agreed SLA for ticket volume and response time
- › Adhered to quality standards, regulatory requirements, and company policies
- › Ensured positive customer experience and CSAT through First Call Resolution and minimum AHT
- › Updated work logs and followed the shift/escalation process to ensure compliance
- › Supported level 3 migration calls for Active Directory during business hours to meet SLA and QoS standards

### IT Support Engineer

April 2018 – June 2021

*Brandix Apparel Limited*

- › Analysed and reviewed ICT systems by scheduling and conducting quality audit inspections
- › Managed and maintained Active Directory users and computers
- › Oversaw management of CISCO Meraki Wi-Fi access points
- › Managed VMware vSphere server farm and Veeam Backup & Replication process
- › Provided corrective action recommendations to address non-compliance (SCCM / McAfee endpoint security)
- › Monitored bandwidth usage and network traffic using NetFlow Analyzer and Ops Manager
- › Performed vulnerability scans using Nessus and patched critical services and servers
- › Maintained 99% service level agreement with end users

CYBERSECURITY

- > Vulnerability Assessment
- > Penetration Testing
- > Patching Management
- > Security Compliance

CERTIFICATIONS

- > Microsoft Certified Trainer (2018–2023)
- > MS Specialist: Azure Infrastructure Solutions
- > MCSA: Office 365
- > Microsoft Certified Professional (MCP)
- > ITIL V3 Foundation
- > CompTIA A+
- > Diploma in Computer Networking – N+
- > ICDL

Associate Systems Administrator

December 2014 – April 2018

ANC – NetAssist International

- Implemented two distinct lab environments for Net Assist and ANC students using Windows VHD technology
- Developed a method using the Windows DISM tool to prevent frequent reinstallation of Microsoft labs
- Created a Windows image using Acronis recovery tool to reduce downtime and expedite lab PC setup
- Provided remote support, enabling students to access lab PCs from any location at any time
- Managed the Pearson VUE Test Center environment, including troubleshooting and installing systems

Technical Officer

August 2014 – December 2014

Voice of Asia Network (PVT) Ltd.

- Enhanced VPN and point-to-point link monitoring for Outstation Transmission and Outdoor Broadcasting using KS-Soft Host Monitor
- Delivered a robust Windows solution for everyday PC use through Deep Freeze implementation
- Provided 24/7 remote system monitoring and maintenance via VNC and Remote Desktop
- Monitored broadcasting for radio channels and two television transmissions
- Developed and implemented audio and IT solutions for Outdoor Broadcasting (OB) studios
- Managed and troubleshot 24/7 Jazler Radio Automation software for four radio stations
- Repaired and maintained broadcasting antenna panels, transmitters, exciters, and point-to-point hardware links

System Engineer

July 2013 – July 2014

Tec Sri Lanka Worldwide (PVT) Ltd.

- Evaluated and reconfigured the company's Windows setup, including reallocating NAS storage for a robust, scalable solution
- Improved system security through setup and ongoing maintenance of Sophos UTM
- Researched and implemented network enhancements that improved system reliability and performance
- Created a Windows Server 2012 backup solution using Windows Server Backup, achieving 99.9% uptime
- Trained employees across multiple departments on network operations, permissions, and security

EDUCATION

MSc Cyber Security

Staffordshire University, UK

January 2025

Advanced network security, ethical hacking, cryptography, and risk management. Research: portable penetration testing device.

BEng (Hons) in Computer Networking

London Metropolitan University

June 2022

Network design, security protocols, and hands-on configuration and troubleshooting of enterprise network systems.

BTEC Level 5 HND – Computing & Systems Development

Pearson

September 2013

Software development, database management, and network infrastructure fundamentals.

KEY PROJECTS & ACHIEVEMENTS

Broadcast Station — Hanthana Mountain Range

Lead

Voice of Asia Network (PVT) Ltd.

Implemented a new broadcast station with antenna panels, transmitters, exciters, and point-to-point hardware links.

Broadcasting Networking Hardware

Microsoft Office 365 Cloud Migration

Lead

NetAssist International

Migrated on-premise infrastructure to Microsoft 365, enabling modern collaboration features organisation-wide.

Microsoft 365 Cloud Migration

Microsoft Dynamics 365 Deployment

Lead

ANC Education

Deployed and configured Dynamics 365, streamlining business processes and improving operational efficiency.

Dynamics 365 Cloud ERP

SCCM Patch Deployment Implementation

Contributor

Brandix Apparel Limited

Established a centralised patch management strategy to improve security posture across all enterprise endpoints.

SCCM Patch Management Security

### LAPS (Local Admin Password Solution)

Contributor

*Brandix Apparel Limited*

Secured local administrator accounts across the enterprise via automatic password rotation through Active Directory.

LAPS

Active Directory

Security

### File Server to SharePoint Online Migration

Contributor

*Brandix Apparel Limited*

Migrated local file servers to SharePoint Online, improving collaboration and reducing on-premise storage overhead.

SharePoint

Migration

Microsoft 365