HESHAN PERERA

IT TECHNICAL SUPPORT SPECIALIST

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PROFESSIONAL SUMMARY

Hands-on IT infrastructure and support professional with experience across end-user assistance, servers, networking, Microsoft 365, Google Workspace, cloud operations, backups and incident resolution. Currently Manager IT at Kingslake Engineering Systems, leading five IT professionals and sustaining 99.9% infrastructure availability. Combines practical troubleshooting with clear communication, user training and collaboration with development and business teams.

RELEVANT SKILLS

End-user support • Infrastructure troubleshooting • Microsoft 365 and Google Workspace • Servers and networking • AWS cloud operations • Access controls and network security • Backup and disaster recovery • Vendor coordination • User training • Progress OpenEdge database administration

PROFESSIONAL EXPERIENCE

Manager IT | Kingslake Engineering Systems

2023 – Present

- Lead five IT professionals across infrastructure, cloud services, user support, vendor coordination, security and operational improvement; improved project delivery timelines by 25%.
- Own the design, implementation and maintenance of business-critical infrastructure, sustaining 99.9% availability.
- Partner with software development and business teams to deliver infrastructure solutions for releases, integrations and operational needs.
- Strengthen IT policies, access controls, network security, backup practices and disaster-recovery readiness.

DevOps Engineer | Kingslake Engineering Systems

2021 – 2023

- Architected and operated AWS infrastructure supporting 99.9% application availability and a 50% reduction in maintenance costs.
- Optimized Progress OpenEdge database performance through index tuning and binary dump/load activities, improving critical data retrieval speed by 20%.
- Automated routine maintenance, saving approximately 10 hours of manual work per week; improved CI/CD and release processes to increase software delivery productivity by 30%.
- Mentored intern engineers and collaborated across teams on releases and incident resolution.

PROFESSIONAL EXPERIENCE — CONTINUED

Web Administrator / Developer | Technical Architect Contracting LLC

2013 – 2020

- Supported website operations, hosting, troubleshooting, database maintenance, performance optimization and client-facing solution delivery.
- Administered hosting, domains, DNS, SSL certificates, backups and production deployments.
- Modernized legacy PHP applications into Laravel solutions, improving application performance by 50%.
- Developed RESTful APIs and integrated third-party services using OAuth; introduced CI/CD practices that improved release frequency by 30%.

IT Assistant / Purchasing Officer | Stassen Exports (Pvt) Ltd

2004 – 2013

- Supported end users, servers, networks, hardware, software, antivirus, backups, data restoration and day-to-day IT operations.
- Troubleshot hardware and software faults, installed and maintained computers, and provided practical assistance to non-technical staff.
- Trained users and IT staff, maintained inventory records and supported organizational policies and risk assessments.

EDUCATION

Bachelor of Information Technology
Sri Lanka Institute of Information Technology (SLIIT) | 2009 – 2013

Postgraduate Diploma in Information Technology — partially completed
Eastern Institute of Technology, New Zealand | 2020

CERTIFICATIONS

Progress OpenEdge Database Administration — Progress
Google Workspace: Deployment Services Specialist — Google