Kelum Rajapakse
Senior Manager - IT Operations

A seasoned and result oriented IT professional with ability to conceptualize and deliver technology solutions in line with organizational needs. Successful history of providing strategic leadership for enterprise-wide technology initiatives. Self-driven and self- motivated individual with 19+ years of working experience in various technical and leadership roles.

✉ kelum@msn.com	☏ +94776548637	⌖ Battaramulla, Sri Lanka

Academic Qualifications

- **BSc (Hons) in Computer Systems and Networking (Greenwich University of London)**

Professional Qualifications

- **MBCS**
- **MCSE (Security)**
- **MCSE (Messaging)**
- **MCSA (Security)**

- **MCSA (Messaging)**
- **MCSA**
- **MCP**
- **CCNA**

Professional Experience

August 2018 - Present

- Company

- Title

- Main responsibilities

A-Networks (Pvt) Ltd. – Colombo

A-Networks is one of the leading IT solutions providers in Sri Lanka. It provides comprehensive and end to end IT solutions and specialized in providing customised IT solutions.

Senior Manager – IT Infrastructure Services

- Managing **IT Infrastructure Solutions and Services** team.
- Providing **IT Infrastructure solutions to customers.**
- **Designing, Implementing, and managing IT Infrastructure (IT Inf. Projects)** (**Data Centers – (Private and public clouds), LANs, WANs, WLANs, VPNs,** Data cabling, Colling & Power, IT Infrastructure Security Standards/ best practices and compliances, Security audits, **monitoring of 24/7 Infrastructure, Automation** of Infrastructure management etc.)
- **Core mission critical business applications** implementation, management, integration.
- Providing **training and guidance on IT** Infrastructure.
- **Managing** technology **partners and other stake holders**.

April 2018 – May 2018

o Company	**TSG International – Colombo**
	(TSG is a British owned and BOI approved company that's building the world's first global and scalable teaching force full of intelligent and driven problem solvers. They use web technology that they have developed to deliver online teaching to school children in the UK.)
o Title	**Senior Manager – IT Operations**
o Main responsibilities	- Being in **control of all aspects of IT** of the company - Uninterrupted and smooth operation of **all IT infrastructure** (**NOC, Core Applications, LAN, WAN, WLAN, VPNs,)** - Overseeing all technology operations and evaluating them according to established goals. - Devising and **establishing IT policies / Procedures** to support the implementation of strategies of the company. - Analyzing the business requirements of all departments to **determine their technology needs** and keeping all IT infrastructure up to date by introducing new technologies with continues research. - Making sure the company meets all regulatory, legal, audit and agreed internal and external standards for IT etc. - Managing and **facilitating Software Development** team.
	March 2011 – March 2018
o Company	**CodeGen International (Pvt) Ltd. – Colombo**
	Founded in 1999, CodeGen is a software development company which has offices in London and Colombo. CodeGen has already internationalized a local software brand (TravelBox) and earned a good reputation as a customer-oriented Software Company.
o Title	**Manager – IT Operations**
o Main responsibilities	**Implementing and Managing and Maintaining Private Virtual Cloud** (Open Source Private Virtual cloud of **450+ virtual machines**) **Managing internal IT projects** - Implementing, Managing and Maintaining IT infrastructure (Managing & Maintaining **LAN, WAN, WLAN, VPNs and Wifi**) - Managing **development and testing environments** (Virtualized). **Facilitating Software Development** (Project Managers, Architects, Tech Leads, Teams Leads, Soft. Engs, QA Engs. DevOps.. Etc) - Implementing & maintaining **IT Security** Policies & standards. - Preparing **IT budget** and managing **SLAs** with **vendors**. **Managing**, training, guiding and **supervising** the **IT team**. **Managing** IT support **Help Desk (24/7)** for 550+ users.

	August 2008 - February 2011
o Company	**99X Technologies Ltd - Colombo**
	(Inaugurated in the year 2000, 99X Technologies Ltd is a software engineering organization of international repute with offices based in Colombo, Sri Lanka and Oslo, Norway. 99X Technologies have been endorsed by the Microsoft Corporation as a Gold Certified Partner.)
o Title	**Infrastructure Management Engineer**
o Main responsibilities	▪ Planning, Implementing, Managing & Monitoring (24/7) Data Center Infrastructures (2000+ VMs in Cloud Infrastructure based on VMware) of customers based in Norway. ▪ Providing IT support and services to customers via ITIL standards.

	March 2005 – July 2008
o Company	**Aepona International (Pvt) Ltd. - Colombo**
	(Aepona is an Ireland based software development company that leads the software market in providing high quality multi-channel payments, settlement and service lifecycle management solutions)
o Title	**Senior IT Engineer**
o Main responsibilities	▪ Implementing, Managing & Maintaining **(Linux & Windows) LAN, WAN & VPN** in the main office and branch offices. ▪ Provisioning and managing development and testing environments.

	March 2002 – February 2005
o Company	**Network Information Technologies (Pvt) Ltd. - Colombo**
	(NIT is an IT Service Provider which has a client base of over 135 customers. NIT provides total IT solutions to its customers. Implementing, Managing and Maintaining LANs & WANs of its customers are some of the main services of NIT)
o Title	**Systems Engineer**
o Main responsibilities	▪ Directing, guiding, and monitoring field engineers and hardware technicians for the smooth functioning of **MIS & IT** department. ▪ Troubleshooting issues in LANs, WANs, VPNs & Servers, and providing IT solutions to corporate clients. ▪ **Troubleshooting** and resolving **hardware issues** by collaborating with hardware providers.

Professional / Technical Expertise & Experience

- Experience in **designing, implementing, managing and maintaining of IT Infrastructure** and **NOCs** (**Virtualizations** – **Private (On prem)/Public**, **TCP/IP LANs, VLANs, WANs, VPNs, WLANs (Wifi) .etc..)**

- Experience in defining and implementing security best practices for maintaining availability, integrity, and confidentiality of the data stored and accessed over the network (**IT security policies, standards and procedures**)

- Experience in providing leadership to new IT initiatives pertaining to all aspects of IT departments.

- Experience in driving continuous review and **enhancing of IT infrastructure** to support the changing needs of the organization, monitoring, measuring, and acting on critical success factors and key performance indicators.

- Experience in **IT Projects implementation and management (Project planning and designing, HW/SW selection, Vendor selection, Procurement etc...)**

- Experience in managing and maintaining enterprise class **Core Hardware and Software (Virtual Servers Env. – Local (VMware, Citrix) and Cloud (AWS, Azure, Oracle), Application Severs, DNS, DHCP, Mail, AD, File and other Infra. Servers, SANs, NAS, UTM Firewalls, Switches, Routers, Server Rooms, power, cooling... etc.)**

- Experience in identifying **IT Infrastructure issues and providing resolutions** by rolling out company wide **IT polices and best practices**.

- Experience in process automation (**Automating manual processes** and **automating monitoring of IT infrastructure 24X7**)

- Experience in managing **IT service providers** and other stake holders **(Budgeting, Capacity planning, vendor management – POCs, SLAs, AMCs etc.**).

- Experience in **recruiting / training new members and managing 24X7 IT help desk.**

Referees

Mr. Vajira Wijewardane Senior Project Manager Codegen International (Pvt) Ltd. Bay No: 1 – 5, TRACE Expert City, Tripoli Market Square, Maradana, Colombo 10. Tel: +94 0770642687	Eamon Harbison IT Architect Aepona International Ltd. Unit 4, Idea House Kilarney Road, Bray Co. Wicklow. Ireland. DDI: +44 2891 273424, Tel: +44 2891 239 100

I do here by certify that the above particulars furnished by me are true and correct to the best of my knowledge

Kelum Rajapakse

Date: 13th April 2022