



# AHAMED MISHFAK

No.77, Sri Sri Vajiragnana Mawatha, Dematagoda Road, Colombo-9.

Phone: +94 76 977 9914

Email: [mishfakit@gmail.com](mailto:mishfakit@gmail.com)

LinkedIn: [linkedin.com/in/ahamed-mishfak-7b749a297](https://www.linkedin.com/in/ahamed-mishfak-7b749a297)

## PROFESSIONAL SUMMARY

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Motivated and results-driven IT Operations professional with strong expertise in LAN/WAN infrastructure, network security, and enterprise technical support. Experienced in leading IT operations, managing system performance, and ensuring high availability of critical services. Skilled in Cisco technologies (CCENT, CCNA, CCNP), troubleshooting, and infrastructure optimization. Proven ability to reduce downtime, improve operational efficiency, and lead cross-functional teams to deliver reliable IT solutions. Committed to continuous improvement, strategic planning, and driving organizational success.

## PROFESSIONAL EXPERIENCE

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### IT Operations Manager

Darul Iman Trust, Colombo, Sri Lanka | Mar 2025 – Present

- Install, configure, and maintain IT infrastructure, including desktops, laptops, and printers, supporting over 30 end-users.
- Monitor and troubleshoot LAN/WAN, firewalls, and internet connectivity, achieving a 98% network uptime rate.
- Apply network security protocols and configure Cisco routers and switches, improving network reliability and security.
- Provide comprehensive technical support for hardware, software, and network-related issues, ensuring minimal downtime and optimal system performance.
- Oversee hardware, software, POS, and ERP systems while providing technical support to users.
- Assign and manage daily operational tasks to IT Assistants, ensuring efficient workflow and timely resolution of issues.

### ICT Technician

Manmunai Pradeshya Sabha Training Institute, Batticaloa, Sri Lanka | Oct 2023 – Apr 2024

- Assisted with server administration, virtualization, and system upgrades to enhance organizational IT capabilities.
- Provided hardware/software technical support and configured IT equipment for staff and students.
- Installed, configured, and maintained desktop and peripheral devices, reducing technical issues by 30%.

### Trainee Network Administrator

Active Tech Networks, Batticaloa, Sri Lanka | Jan 2024 – Jan 2025

- Managed and troubleshoot network systems comprising PCs and servers within LAN environments.
- Troubleshoot, configured, and maintained over 10 PCs and network systems, ensuring smooth daily operations.
- Conducted examinations and practical assessments for CCNA trainees and students, contributing to a 90% pass rate.

## EDUCATION

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### **BSc (Hons) Computer Systems & Networking**

University of Greenwich, Jul 2024 – Feb 2026

### **Information Communication Technology Technician (NVQ Level 4)**

Manmunai Pradeshya Sabha Training Institute (NAITA), Apr 2023 – Oct 2023

### **G.C.E. Advanced Level (A/L) – Pass [2022]**

### **G.C.E. Ordinary Level (O/L) – Pass [2017]**

## CERTIFICATIONS

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- **CCENT** (Cisco Certified Entry Networking Technician) – Networking Fundamentals, Actiive Tech Networks.
- **CCNA** (Cisco Certified Network Associate) – Routing, Switching & IP Services, ATN Campus.
- **CCNP** (Cisco Certified Network Professional) – Enterprise-level Network Design & Troubleshooting, ATN Campus.
- **Web Development** Certification, Orion International Campus, 2024.

## TECHNICAL SKILLS

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- Networking: Routing, Switching, LAN/WAN, VPN, VLANs.
- Cisco Routers/Switches, Firewalls.
- Systems: Windows OS, System Administration, Virtualization.
- IT Support: Troubleshooting, Hardware & Software Maintenance.
- POS, ERP Systems: Installation, Configuration & Troubleshooting.
- Protocols: ARP, DHCP, DNS, NAT, PAT, STP, RSTP, VPN.
- Active Directory (AD), Windows server.

## SOFT SKILLS

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- Adaptability
- Problem-Solving
- Time Management
- Team Collaboration
- Effective Communication

## REFERENCES

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### **MSM. Ali**

(Justice of the Peace)

Phone: +94 77 378 6444

Email: [msmali.moh@gmail.com](mailto:msmali.moh@gmail.com)

### **Sabeeh Ahamed**

IT & Network Specialist (Pladium)

Phone: +94 76 853 3954

Email: [sabeegahamed32@gmail.com](mailto:sabeegahamed32@gmail.com)