MOHAMED SHIFAQ HASNI

IT Support Engineer | IT Specialist | IT Administrator

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PROFESSIONAL SUMMARY

IT Support Engineer with hands-on experience delivering Level 1 (L1) and Level 2 (L2) support across hardware, software, networking, firewall management, and Active Directory administration. Holder of a Higher National Diploma in IT (HNDIT) and a Bachelor of Information Technology (BIT), with a track record of improving support efficiency and resolution times through structured helpdesk processes. Passionate about diagnosing technical issues, securing and streamlining IT operations, and continuously building on emerging IT skills.

CORE SKILLS

Technical Support: L1 & L2 Support, Hardware / Software / Network Troubleshooting, Remote Support, Incident Management

Networking & Security: Sophos Firewall Support & Maintenance, VLANs, TCP/IP, Network Connectivity Troubleshooting, Network Setup & Support

Systems Administration: Active Directory (User Accounts, Groups, Access & Permissions), Windows OS Installation & Configuration

Helpdesk Management: Ticketing Systems, Ticket Prioritization, SLA-Focused Resolution, Technical Documentation

Development: PHP, PHPMailer, React.js, JavaScript, HTML, CSS, RBAC, Input Sanitization, Agile

WORK EXPERIENCE

IT Support Associate (L1 / L2) **Apr 2026 – Sep 2026**

Konnect BPO Technologies (Pvt) Ltd — Colombo, Sri Lanka

- Delivered L1 and L2 IT support for 100+ users in a fast-paced BPO environment, resolving advanced incidents and escalations through helpdesk and ticketing systems.
- Managed, prioritized, and resolved support tickets within SLA targets, performing in-depth root-cause analysis on complex hardware, software, network, and system issues.
- Provided operational support for Sophos Firewall, monitored network security and connectivity, and troubleshot firewall-related issues to maintain secure and reliable network services.
- Configured, managed, and troubleshot VLANs to support network segmentation, secure traffic separation, and reliable connectivity across the network.
- Administered Active Directory (AD) access, including user account creation, password resets, group membership, and permission management in line with access policies.
- Installed and configured operating systems, applications, and network settings; resolved connectivity issues and maintained IT equipment and systems.
- Guided users and non-technical staff through technical issues with clear communication, ensuring minimal downtime and high user satisfaction.
- Documented incidents, troubleshooting steps, and resolutions to build a reusable knowledge base for the support team.

Intern | IT Support Engineer **Aug 2024 – Mar 2025**

South Eastern University of Sri Lanka (SEUSL) — Oluvil, Sri Lanka

- Improved IT support efficiency by 25%, accelerating resolution of hardware, software, and network issues for university staff and departments.
- Provided L1 technical support for faculty, administrative staff, and students, diagnosing and resolving desktop, laptop, printer, and peripheral issues.
- Assisted in network setup, configuration, and maintenance, including LAN connectivity, IP configuration, and cabling support across university offices and labs.
- Installed, configured, and updated operating systems, drivers, and business applications on user workstations.
- Diagnosed and resolved hardware faults, including CMOS battery replacements, and replaced network interface cards (NICs) to restore connectivity.
- Configured network settings and troubleshot connectivity issues to minimize downtime and keep university operations running.
- Developed an Inventory Management System using PHP and React.js to track IT assets and streamline record keeping.
- Strengthened application security through input sanitization and role-based access control (RBAC).
- Collaborated in an Agile development environment, contributing to testing, bug fixes, and system enhancements.
- Maintained documentation of issues, fixes, and system configurations to support knowledge sharing within the IT team.

IT Assistant **Nov 2021 – Dec 2022**
Bairaha Farms PLC — Colombo, Sri Lanka

- Supported IT infrastructure and optimized digital processes across multiple operational units in a large-scale food production and distribution company.
- Maintained hardware and software systems, performing preventive maintenance and timely repairs to ensure smooth day-to-day operations.
- Provided on-site technical support to staff, resolving workstation, printer, network, and application issues.
- Monitored inventory management systems, ensuring accurate tracking and reporting of perishable goods.
- Maintained and supported ERP and POS systems, troubleshooting errors and assisting users to keep sales and stock operations running.
- Collaborated with logistics and operations teams to support IT tools used in warehouse and cold storage management.
- Supported network connectivity and system access for users across branches and operational units.
- Maintained records of IT assets, equipment issues, and support activities for accurate reporting and follow-up.

PROJECTS

Car Rental System — Final Year Project **2024 – 2025**
Technologies: PHP, PHPMailer, HTML, CSS

- Designed and developed a web-based car rental management system in PHP to handle vehicle listings, customer bookings, and rental records.
- Integrated PHPMailer to send automated email notifications and booking confirmations to customers.
- Built a responsive, user-friendly front end using HTML and CSS for browsing vehicles and submitting reservations.
- Applied secure coding practices, including input validation and sanitization, to protect user data.

Food Delivery System — HNDIT First Year Project **2022 – 2023**
Technologies: HTML, CSS, JavaScript, PHP

- Developed a web-based food delivery and online ordering system with a PHP backend to process customer orders.
- Built an interactive, responsive front end using HTML, CSS, and JavaScript for browsing menus, adding items to the cart, and placing orders.
- Implemented server-side order handling in PHP to manage menu items and customer order records.

EDUCATION

Bachelor of Information Technology (BIT), Top-up **2024 – 2025**
Lincoln University College (LUC) — Malaysia

Higher National Diploma in Information Technology (HNDIT) **2022 – 2024**
SLIATE — Sammanthurai, Eastern Province, Sri Lanka

VOLUNTEER EXPERIENCE

Annual International Research Conference **Nov 27, 2024**
Faculty of Management and Commerce, SEUSL — Oluvil, Sri Lanka

- Assisted in organizing and managing research presentations, ensuring smooth event workflow.
- Provided IT support for conference sessions, resolving technical issues in online and offline presentations.

ADDITIONAL INFORMATION

Languages: English (Fluent), Tamil (Native), Sinhala (Intermediate)

Focus Areas: IT Support, Networking, Systems Administration, Technical Operations