Nalin **SIRIWARDHANE**

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PROFESSIONAL SUMMARY

Experienced Systems Engineer with more than ten years of managing on-prem and hybrid environments. Proficient in diverse server technologies, virtualisation, storage solutions, backup systems, and networks. Effective communicator and collaborator, adept at bridging business, technology, and security requirements. Eligible to work in New Zealand and currently looking for a new opportunity to best use my experiences and skillset.

TECHNICAL COMPETENCIES

- **Operating Systems, Virtualisation & Deployment Tools**
  - Installing and configuring Windows Server 2022, SQL Server 2019, SCCM/MECM, Windows 11(24H2), Hyper-V, VMWare ESXi, Citrix, Azure VM and AWS EC2 environments.
- **Backup Storage Systems & High Availability Management**
  - Datto, Symantec /Veritas NetBackup, Windows BareMetal backup & DFS replication, Storage Accounts, Azure Backup and Site Recovery, AWS EBS (Elastic Block Storage), Amazon FSx, EFS, S3 Buckets.
- **Network Connectivity & Security**
  - LAN /WAN/WLAN/VLAN configuration, NGFW Azure Web Application Gateway, Elastic Load Balancing and Auto Scaling (ELB/ASG), Firewall configuration (Forcepoint, FortiGate), XDR Solutions (MS Defender), Threat Intelligence (Azure Sentinel), Cloud App Security (CASB), IPSec tunnelling, Tenable, Nessus Professional, VMware Carbon Black, and Proofpoint Email filtering.
- **Identity & Access, Messaging & Enterprise Mobility**
  - Azure Active Directory (ENTRA ID), RBAC, PIM, O365, E5 Licensing, EMS Suite, Intune, Exchange Online, Single-Sign-On Configuration (Azure Hybrid Deployment), Conditional Access, OAuth 2.0 Federation.
- **Infrastructure Monitoring, Automation & Reporting Tools**
  - Prometheus, Grafana, Datadog, Splunk, Azure Monitor & Log Analytics, PowerShell Scripting, PowerBI.

EDUCATION

Master of Information Technology **2023-2024**
Southern Institute of Technology, New Zealand

Bachelor of Science (Hon), Cyber Security **2020-2022**
University of Gloucestershire, United Kingdom

TECHNICAL CERTIFICATIONS

- ITIL® 4 Foundation - IT Service Management
- Microsoft Certified Azure Administrator [AZ-103/AZ-104]
- Microsoft Certified Identity and Access Administrator [SC-300]
- Microsoft Certified Professional - Windows Server 2012 R2 [70-410]

Latest Projects: Implemented cross-switch NIC teaming redundancy at NZ Hot House (NZHH) separating TeamStorage (iSCSI SAN) and TeamLAN (production network) uplinks.

WORK EXPERIENCE

Systems Engineer - L2 **2025 - Current**

LANcom Technology, New Zealand

- Deliver Tier 2 support and administration across Microsoft 365, Azure, Entra ID, Intune, and hybrid infrastructure environments, ensuring high availability, security, and compliance for enterprise clients.
- Coordinate and execute patch management for VMware ESXi hypervisors; raise and execute change requests, perform maintenance on Lenovo hosts, and maintain uptime across PROD and UAT clusters.
- Lead support for major LANcom clients such as NZ Hot House (NZHH) covering Hyper-V clusters, SAN storage, Meraki MX / Sophos / WatchGuard switches, firewalls, and site-to-site VPNs.
- Administer and optimise Remote Desktop Services (RDS) and Azure Virtual Desktop (AVD) environments managing session hosts, gateways, and user access policies to deliver secure and scalable remote-work solutions.
- Deploy and maintain Amazon Workspaces instances for selected customers, including directory integration, policy enforcement, and user provisioning.
- Implement Intune Autopilot onboarding, compliance baselines, and conditional access for mobile and Windows endpoints.
- Oversee SSL/TLS certificate lifecycle management, generate and validate CSRs, perform IIS and NPS imports, handle Cloudflare DNS-01 validation, and issue wildcard SSLs for internal and public domains.
- Conduct firmware, BIOS, and OS patching for ESXi, Hyper-V, and Windows Server environments, ensuring compliance with vendor standards.

Systems Engineer - L2 (Central Services) **2023 - 2025**

Intelecis Inc, United States [worked remotely from New Zealand]

- Design and implement Azure architecture solutions across on-prem to Azure migration projects, focusing on cloud architecture, networking configurations, and resource optimisation.
- Design and implement IAM solutions using Microsoft Entra ID, including SAML configuration.
- Configure AWS EC2 instances, set up load balancing using ALB and manage Autoscaling groups.
- Design and implement advanced threat detection, automated incident response, and security monitoring using Microsoft Sentinel, leveraging custom analytics rules and playbooks.
- Implement and administer Azure infrastructure components, including VMs, Vnets, and storage accounts.
- Administer and maintain Microsoft Exchange servers, optimising email delivery through configuration of SPF and DMARC records, monitoring NDR reports, and ensuring robust mailbox management and email routing.
- Configure IPsec tunnels from on-premises to Azure and implement hybrid identity solutions.

Systems Engineer - Application Packaging, L3 Services **2022 - 2023**

Brennan IT, Australia [worked remotely from Sri Lanka]

- Responsible for application packaging, version control, and troubleshooting using SCCM, ensuring seamless software deployment, while conducting vulnerability assessments and proactive software updates.
- Managed patch management activities for Hyper-V, VMWare, and Nutanix Hyper-Visor thin client environments, ensuring system stability and security.
- Utilised Defender for Endpoints and KQL queries to identify outdated applications, then package and deploy patches via SCCM to mitigate vulnerabilities.
- Utilised ITIL-based incident and project management practices to effectively handle critical business needs.
- Developed and automated application patching processes using PowerShell scripts, enhancing efficiency.