

# RAJIV JAYASIRI

## IT Infrastructure & Operations | IT Support Leadership

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### PROFESSIONAL SUMMARY

IT infrastructure and operations professional with over 18 years of experience in networking, systems administration, workplace IT and end-user support leadership. Combines hands-on infrastructure implementation with day-to-day IT operations, technical escalation management and team supervision.

Experienced with network infrastructure, Proxmox virtualization, enterprise storage, Google Workspace, Active Directory and IT service delivery. Currently supporting business operations across five countries as Associate Manager – IT Support at Photobook Worldwide.

Sri Lankan national, based in Malaysia and open to international relocation.

### CORE COMPETENCIES

#### Network Infrastructure & Connectivity

LAN/WAN · Managed switching · VLANs · Dell networking · Ruckus wireless · FortiGate · Peplink · Site-to-site and remote-access VPNs · WAN failover

#### Systems, Virtualization & Storage

Windows Server · Proxmox VE · Physical servers · Synology · TrueNAS · NAS storage · Backup and restoration · Disaster recovery · Infrastructure monitoring

#### Workplace IT & Identity

Google Workspace · Gmail administration · Active Directory · Group Policy · Windows/macOS endpoints · Endpoint management · MFA · SSO · User provisioning and access management

#### IT Operations & Leadership

IT support operations · Team supervision · SLA/KPI management · Incident management and technical escalation · Production IT support · Vendor management · Procurement · IT projects · ITIL v4 practices · ISO 27001-related compliance support

### PROFESSIONAL EXPERIENCE

#### Associate Manager – IT Support | 2021–Present

Photobook Worldwide / Nexace Live Sdn Bhd · Kuala Lumpur, Malaysia

Previously: Senior IT Support Engineer | February 2017–2021

#### IT Operations & Team Leadership

- Manage day-to-day IT infrastructure and end-user support operations for approximately 100 users across Malaysia, the Philippines, Australia, Thailand and Canada.
- Lead teams of up to four direct reports at peak; currently supervise 1–2 team members, including work allocation, technical guidance, performance reviews, recruitment and onboarding.
- Coordinate technical escalations, incident response, SLA/KPI monitoring, management reporting and service improvements.
- Manage vendor relationships, service agreements, procurement, technology renewals and infrastructure-related projects.

#### Network Infrastructure

- Plan, deploy and maintain network infrastructure for headquarters, production facilities and other business locations.
- Configure and troubleshoot managed switches, VLANs, Ruckus wireless networks, FortiGate firewalls, Peplink connectivity, VPNs and WAN failover.
- Coordinate network migrations, equipment upgrades, site connectivity, technical documentation and vendor-supported deployments.

## **Systems, Virtualization & Storage**

- Deploy and administer physical servers, Windows Server environments, Proxmox virtualization, Synology and TrueNAS storage.
- Manage infrastructure monitoring, preventive maintenance, upgrades, backup schedules, restoration testing and recovery planning.
- Troubleshoot infrastructure incidents and support service continuity for production and business operations.

## **Workplace IT, Identity & Security**

- Administer Google Workspace, Gmail services, Active Directory, Group Policy, Windows/macOS endpoints and user access controls.
- Manage user onboarding/offboarding, device provisioning, account security, MFA and access reviews.
- Maintain operational security controls, technical procedures and documentation, including support for ISO 27001-related audit and compliance activities.

## **EARLIER EXPERIENCE**

### **Systems Administrator | March 2014–February 2017**

Photobook Worldwide · Kuala Lumpur, Malaysia

- Administered and maintained on-premises servers, network infrastructure and storage systems supporting business and production operations.
- Performed infrastructure monitoring, preventive maintenance, troubleshooting and system upgrades to support service reliability.
- Provided production IT support and coordinated hardware procurement, asset management and vendor services.

### **Senior Solutions Architect - Enterprise Content Management | November 2012–July 2013**

3SG · Colombo, Sri Lanka

- Designed, deployed and supported OnBase ECM solutions covering document management, workflow automation and records management.
- Delivered technical demonstrations, proof-of-concept implementations, client onboarding and post-deployment technical support.

### **Executive / Senior Technical Support Specialist | November 2007–November 2012**

3SG · Colombo, Sri Lanka

- Administered Windows Server, Active Directory, Group Policy, DNS and DHCP for corporate IT environments.
- Provided Tier 2/3 technical support, infrastructure troubleshooting and incident escalation across client environments.
- Supported ISO 27001-related operational security activities, including asset documentation, risk assessments, security procedures and audit preparation.

## **EDUCATION, CERTIFICATIONS & LANGUAGES**

Certifications: Google IT Support; ITIL v4 Foundation

Education: Diploma in Computer Hardware Engineering — Sri Lanka

Languages: English — Professional Working Proficiency; Sinhala — Native