

RAJIV JAYASIRI

IT Infrastructure & Operations Manager

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PROFESSIONAL SUMMARY

IT Infrastructure & Operations leader with 16+ years of experience supporting multinational and business-critical environments. Based in Malaysia since 2014, with international exposure across Malaysia, Singapore, Australia, New Zealand, the Philippines, Sri Lanka and the USA. Combines regional leadership with hands-on depth across AWS, Google Workspace, Windows/Linux/macOS, virtualisation, networking, security controls and service delivery. Proven record of improving SLA compliance from 85% to 97%, sustaining 99.9% infrastructure uptime and reducing MTTR by 35%. Sri Lankan national, based in Malaysia and open to international relocation.

CORE COMPETENCIES

- **Leadership & Governance:** IT Operations Leadership, Team Leadership & Mentoring, KPI Management, Stakeholder & Vendor Management, IT Governance & ISO 27001
- **Regional & Business Operations:** Multi-country IT Operations, Production / Manufacturing IT Support, SLA & Service Delivery Management, Cost Optimisation, Business Continuity & DR
- **Technical:** AWS (EC2, S3, IAM, VPC), Google Workspace, Windows Server & AD, Linux, macOS, Proxmox, LAN/WAN, VPN, Firewalls, ITIL v4

PROFESSIONAL EXPERIENCE

Associate Manager - IT Support

Feb 2017 - Present

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Promoted from Senior IT Support Engineer

Leadership & Regional Operations

- Lead multi-country IT operations with ownership of infrastructure health, service continuity and cross-regional escalations for a multicultural workforce.
- Built and lead a high-performing IT support team; set KPIs and improved SLA compliance from 85% to 97% through coaching, escalation redesign and accountability.
- Act as a primary IT partner to senior management, department heads and production leadership, translating business priorities into infrastructure and service decisions.
- Own vendor and supplier relationships, including service agreements with ISPs, software licensors and technology partners.

Infrastructure, Cloud & Security

- Own AWS cloud infrastructure (EC2, S3, IAM, VPC) across production and staging environments, including cost monitoring and optimisation.
- Administer Google Workspace region-wide, governing user provisioning, licensing and policy compliance.
- Direct Windows, Linux and macOS server/endpoint operations, enterprise storage and Proxmox virtualisation, sustaining 99.9% infrastructure uptime over multiple years.
- Lead backup, disaster recovery and business continuity planning; support access control, endpoint protection and patch management.

Production & Service Delivery

- Hold accountability for production-floor IT supporting business-critical manufacturing and fulfilment operations.
- Drive ITIL-aligned incident and problem management; post-incident improvement, proactive monitoring and alerting contributed to a 35% reduction in MTTR.
- Manage the full IT asset lifecycle and lead regional collaboration-platform consolidation and operational standardisation.
- Author SOPs, runbooks and documentation used as operating standards across regional sites.

EARLIER EXPERIENCE

Systems Administrator

Mar 2014 - Feb 2017

Photobook Worldwide | Kuala Lumpur, Malaysia

- Administered on-premises servers, storage and network infrastructure supporting 200+ users.
- Managed preventive maintenance, monitoring and performance tuning for production-critical systems.
- Supported production-floor IT, asset inventory, hardware procurement and vendor coordination.

Senior Solutions Architect - Enterprise Content Management (OnBase ECM)

Nov 2012 - Jul 2013

3SG | Colombo, Sri Lanka

- Designed and implemented ECM solutions covering document management, workflow automation and records management.
- Led technical demonstrations, proof-of-concept engagements, client onboarding, deployment and post-implementation support.

Executive / Senior Technical Support Specialist

Nov 2007 - Nov 2012

3SG | Colombo, Sri Lanka

- Administered Windows Server, Active Directory, Group Policy, DNS and DHCP across corporate client infrastructure.
- Delivered Tier 2/3 support and incident escalation management across critical multi-site enterprise environments.
- Led ISO 27001 operational activities including asset registers, risk assessments and security documentation; supported audits and vulnerability assessments.

SELECTED CAREER IMPACT

- **99.9% uptime:** sustained infrastructure availability across business-critical environments.
- **SLA 85% -> 97%:** improved support performance through team coaching, clearer escalation paths and operational accountability.
- **35% lower MTTR:** strengthened incident handling through monitoring, alerting and post-incident improvement.
- **7-country exposure:** Malaysia, Singapore, Australia, New Zealand, Philippines, Sri Lanka and USA.

TECHNICAL SKILLS

- **Cloud & Infrastructure:** AWS, Proxmox, Enterprise Storage, Backup & Disaster Recovery
- **Enterprise Platforms:** Google Workspace, Windows Server & Active Directory, Linux, macOS
- **Networking & Security:** LAN/WAN, VPN, Firewalls, Endpoint Protection, Patch Management, ISO 27001 Operations
- **Methods:** ITIL v4, Incident & Problem Management, SLA/KPI Management, IT Governance

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