Lasantha Chinthaka

Technical Support Analyst

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SUMMARY

Highly motivated **Technical Support Analyst** with a strong background in **IT support, networking, troubleshooting, and customer service.** Skilled in diagnosing and resolving technical issues efficiently while ensuring exceptional end-user support. Proficient in **Windows Server administration, network security, and IT infrastructure management.** Adept at collaborating with cross-functional teams and continuously improving system performance. Holds **ISC2 Certified in Cybersecurity (CC) and Microsoft Azure Fundamentals certifications**, with **Security+** expected in Feb 2025.

TECHNICAL SKILLS

- **IT Support & Troubleshooting**: Windows 10/11, Windows Server, ServiceNow, Ticket Management
- **Networking**: Network Configuration, Server Administration, Cisco CCNA, Wireshark
- **Cybersecurity**: Incident Response, OWASP Top Ten, Vulnerability Mitigation, DevSecOps
- **Data & Cloud Technologies**: Azure Fundamentals, SQL, Power BI, Python for Data Analysis
- **Programming & Web Technologies**: PHP, JavaScript, MySQL, MongoDB, React
- **Tools & Platforms**: Pentester Labs, Hack The Box, Burp Suite

CERTIFICATIONS

- **CompTIA Security+ (Expected Feb 2025)**
- **Google Cybersecurity Certificate (Jan 2025)**
- **ISC2 Certified in Cybersecurity (CC)**
- **Microsoft Azure Fundamentals**
- **IBM Data Analyst Professional Certificate**

PROFESSIONAL EXPERIENCE

Canlan Ice Sports, Toronto, ON - *Customer Service Representative*
FEBRUARY 2022 - PRESENT

- Demonstrated ability to quickly identify issues and implement effective solutions, ensuring smooth operations and customer satisfaction in fast-paced environments.
- Skilled in conveying complex information clearly and concisely, making sure all stakeholders understand the situation and ensuring a seamless experience.

Randstad, Toronto, ON - *Customer Support Specialist*
SEPTEMBER 2022 - FEBRUARY 2023

- Provided technical support to Bank of America and Boeing customers, resolving 250+ inquiries weekly.
- Diagnosed and resolved application-related issues, improving customer satisfaction rates to 90%+ monthly.
- Used ServiceNow, CS Pro, and Genesis Cloud for efficient ticket management and documentation.
- Triaged support requests, ensuring accurate escalations and timely resolution per SLAs.

Coding Hex Development, Colombo, Sri Lanka - *Web Developer & IT Support*
DECEMBER 2014 - JANUARY 2020

- Provided technical troubleshooting for 5+ web-based systems, identifying and resolving security vulnerabilities.
- Conducted system testing, performance analysis, and bug fixes to optimize platform efficiency.
- Assisted businesses in improving operational efficiency, increasing sales by 35% through POS system enhancements.
- Managed Windows and Linux environments, implemented RESTful APIs, and supported cloud computing solutions.

EDUCATION

Certificate in Cyber Security Intensive – York University, North York, ON - *May 2024*

Computer System & Network Specialist – Evergreen College, Toronto - *Dec 2020*

Information Technology Advanced Diploma – AICT, Colombo, Sri Lanka - *Apr 2018*

KEY HIGHLIGHTS

✔ Extensive experience in technical support, troubleshooting, and customer interactions.
✔ Strong foundation in networking, Windows Server, IT infrastructure, and cybersecurity.
✔ Certified professional with hands-on experience in cloud technologies, network security, and scripting.
✔ Proven ability to handle IT support tickets, escalate issues, and improve system performance.
✔ Excellent problem-solving and communication skills to effectively support end-users and cross-functional teams.

LANGUAGES

English | Japanese | Sinhalese | Tamil