

RAHAL ABEYRATHNA

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PROFESSIONAL SUMMARY

Hardworking and motivated student looking to grow and continuously expand their knowledge in the IT field. Constantly learning about the ever-changing technologies and implementing new skills they learn in their home-lab environment.

Has configured professional systems and functions within their home-lab environment, such as but not limited to; Hyper-V, Docker Containers, Reverse Proxy, Single Sign-on, Linux servers, Terminal Server and Domain Controller infrastructures.

SKILLS

- Team Leader
- Helpdesk Administration
- Helpdesk Call Support
- Adaptability
- Project Management
- Microsoft Azure
- Connectwise PSA
- Windows Server
- Troubleshooting
- Multi-tasking and Task Management

WORK HISTORY

Jul 2021 – February 2023

Helpdesk Leader

Boxtech IT

- Learnt various systems and technologies to support different clients in different businesses
- Built and fine-tuned phone communication skills and managed customer relations both in person and via online communication channels
- Completed on-site visits for businesses to complete various jobs and build customer relations
- Learnt to deal with fast paced and high intensity situations, focusing on putting the customer first and getting their problems solved
- Learnt on the spot troubleshooting to resolve issues customers were facing over the phone
- De-escalated emotional customers and resolved customer issues within reasonable timeframes

- Worked flexible hours; night, weekend, and holiday shifts where needed.

Mar 2021 - Jul 2021

Kitchenhand

The Boiling Crab

- Experienced customer service and interaction firsthand when serving and assisting customers
- Took over various stations and multitasked between different positions during peak hours

May 2019 - Jul 2019

Team Member

Red Rooster

- Learnt how to work with others in high pressure work conditions and learnt not only to be able to rely on others for help but to also provide them with help in tense situations
- Extensive practice crucial teamwork skills and communication while also being responsible for multiple tasks concurrently
- Was responsible for performing food delivery services for Red Rooster including resolving customer complaints and grievances.

EDUCATION

2018

Glen Waverley Secondary College

- Software Development 3/4
- Further Maths 3/4
- English Language 3/4
- Media 3/4
- Psychology 3/4

CERTIFICATIONS

2022

Microsoft MS-900T01 - Microsoft 365 Fundamentals

2016

Certificate III in Information, Digital Media and Technology

REFEREES

Available on request