Kavindu Dhananjaya

ICT Support Technician · Network Security & Infrastructure

Melbourne, VIC | 0452 345 195 | ceo@thekdx.com | thekdx.com

PROFILE

ICT Support Technician with hospital experience at **Austin Health**, specialising in **network security and infrastructure**. Skilled in Active Directory, Entra ID, SCCM, Microsoft 365, Citrix and secure connectivity for clinical and medical devices. Bachelor of Information Technology (Networking Major) from Melbourne Polytechnic, backed by three years of KPI-driven, customer-facing work and a software engineering foundation. Seeking an ICT support, network or infrastructure role where security and reliability matter.

TECHNICAL SKILLS

Identity & access	Active Directory (users, computers, printers), Azure AD / Entra ID, MFA
Endpoint management	Microsoft Configuration Manager (SCCM/MCM), Windows imaging, deployments
Networking	TCP/IP, DHCP, DNS, LAN/WAN, switch ports, patch panels, cable tracing
Security	Security certificates, secure Wi-Fi for medical devices, VPN with MFA
Cloud & platforms	Microsoft 365 (Outlook, Teams, OneDrive), Exchange Online, Citrix
Telecommunications	Cisco, NEC and Spectralink phones, VoIP troubleshooting
Service & ticketing	KACE, JIRA, ManageEngine; technical documentation
Hardware & OS	Windows 10/11, desktops, laptops, printers, Zebra, clinical devices

Also: Python, Java, C#.NET, ASP.NET · **Strengths:** leadership, mentoring, problem solving, critical thinking, customer service, vendor liaison

EXPERIENCE

ICT Support Technician

Austin Health · Heidelberg, VIC · Oct 2025 – Feb 2026

- Administered Active Directory, SCCM/MCM, Azure AD / Microsoft 365 and DHCP for secure access and reliable IP addressing.
- Installed security certificates and configured secure Wi-Fi for clinical and medical devices.
- Resolved incidents and service requests in KACE and JIRA, keeping end users informed throughout.
- Diagnosed and fixed hardware and software faults to minimise downtime in clinical areas.
- Maintained connectivity for workstations, printers and medical devices, escalating to infrastructure when needed.
- Supported Outlook, Microsoft 365, Citrix and VPN with MFA (Microsoft Authenticator).
- Supported Cisco and Spectralink phones, including VoIP troubleshooting.
- Administered print servers to keep printing services reliable.
- On-site ICT support for CSSD and Austin Operating Suite projects, incl. after-hours escalation.
- Installed on-premises and cloud hardware and software; wrote ICT processes and procedures.
- Liaised with Dell, Zebra, Kyocera, EcoLab and Olinqua to resolve vendor issues.

Postal Delivery Officer

Australia Post · Melbourne, VIC · Jun 2022 – Oct 2025

- Delivered and sorted mail and parcels across multiple routes accurately and on time.
- Recognised for strong time management and customer service.
- Mentored new staff, contributing to safety, scanning-compliance and first-day-delivery KPIs.
- Showed accountability and adaptability under changing conditions.

Software Engineer (from Intern)

Pixous Innovations · Sri Lanka · Jan 2020 – Nov 2020

- Progressed from Java development intern to Software Engineer.
- Built web and software applications in Java, ASP.NET and C#.NET.
- Took part in requirements gathering, debugging and team development.
- Praised by management for diligence and professionalism.

CURRENT PROJECT

RentnPlus In development

Australian marketplace app to buy, sell and rent homes, land and vehicles, with live auctions and merchant storefronts. Led the end-to-end product design (100+ screens in Figma), now in development ahead of launch.

rentnplus.com.au

EDUCATION

2022 – 2025

Bachelor of Information Technology (Networking Major)

Melbourne Polytechnic, Melbourne

2021

Diploma of Science (Computing / IT)

Edith Cowan College (ECU) / ACBT, Sri Lanka

2019

G.C.E. Advanced Level (Bio Systems)

Equivalent to Australian Year 12 · District rank 46, all-island rank 895

2015

Diploma in IT with E-Commerce (DiTEC)

ESOFT Metro Campus / Pearson, Sri Lanka

Languages

English

Professional working proficiency

REFERENCES

Available on request, from Austin Health (ICT Service Owner Team Lead) and Australia Post (Operational Manager).