

# MALEEN RODRIGO

EXECUTIVE IT  
SUPPORT ENGINEER

## Contact



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Colombo, Sri Lanka



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## Education

2026

### Bachelor of Science Honours in Information Technology

Sri Lanka Institute of Information Technology (SLIIT)

2021

### General Certificate of Education - Advanced Level (A/Ls)

Mahanama College, Colombo 03  
Achieved 1B and 2Cs

## Key Skills

ERP & POS administration, system installation, configuration and troubleshooting, network setup and maintenance, CCTV and hardware support, cloud fundamentals

QuickBooks, Power Automate, Power BI, Android Studio, AnyDesk, 3CX, Microsoft Teams, Jira, Microsoft Office Suite

Problem-solving, analytical thinking, teamwork, communication, process optimization, data accuracy, time management, adaptability

## Profile

Motivated and adaptable Information Technology undergraduate with hands-on experience in ERP systems, software configuration, data processing, and IT infrastructure management. Skilled in system administration, data management, and technical troubleshooting across enterprise environments, with strong problem-solving and analytical skills. Passionate about applying technology to create efficient and scalable solutions.

## Professional Experience

April 2025 – Ongoing

Colombo, Sri Lanka

### Executive - IT Support Engineer Port City BPO (Pvt) Ltd

- L1 Helpdesk Support: Provide primary technical support for staff, resolving daily software, hardware, and account access issues.
- Workstation Deployment: Set up and deploy new computers, handling formatting, clean OS installations, and essential software configuration.
- Hardware Troubleshooting: Diagnose and fix issues with standard IT equipment, including desktops, laptops, dual-monitor setups, printers, and peripherals.

April 2025 – October 2025

Colombo, Sri Lanka

### Intern - IT Support Engineer at Giga Foods (Pvt) Ltd

- System Administration: Managed and configured ERP and POS software, handling data integration with operational platforms.
- Multi-Site Support: Delivered IT support across multiple branch outlets to resolve day-to-day technical disruptions.
- Infrastructure Maintenance: Set up IT hardware, troubleshoot network connectivity, and maintained CCTV security systems.
- Reliability Optimization: Improved technical processes and workflows to minimize system downtime and enhance overall stability.

Dec 2023 – Mar 2024

Colombo, Sri Lanka

### Data Processing Intern at Infomate (Pvt) Ltd

- Data Verification: Processed and validated datasets to ensure accuracy and compliance with organizational standards.
- System Audits: Performed routine checks to maintain data consistency and integrity across databases.
- Workflow Optimization: Collaborated with teams to streamline processing workflows while maintaining strict security protocols.
- Data Management: Executed daily digital data processing and basic analysis to support business operations.