



PROFILE

Passionate about Cloud Platforms, DevOps/ TechOps, System Administration, Software and Product Support, Customer Support with Practical Hand-On Experience and knowledge in Azure, AWS, Linux, CI/CD and DevOps tools with a strong desire to gain hands-on experience in Cloud Operations, System Monitoring and Incident Resolution. Fully available to work for any shift. currently preparing for Microsoft Azure Administrator Certification Exam (AZ-104) and following a DevOps Master Course. After completing AZ-104, will be continuing with the Azure Solutions Architect (AZ-305) certification to build deeper expertise in designing and implementing cloud solutions.

KEY SKILLS

DevOps and Cloud Tools:

Azure (VM , AKS, Azure AD, RBAC, Azure PowerShell, Azure CLI, Firewall, DNS, VPN Gateway, Load Balancer), Git, Docker, Kubernetes, CI/CD - GitHub Actions, DevOps & Automation: Terraform (IaC), Ansible (Configuration Management)

Programming: Java - **Frameworks:** Spring Boot, Spring MVC

Database Management: MySQL, SQL Server, MongoDB

Version Control and Collaboration: GitHub, GitLab

Cloud Platforms: Azure, AWS

Operating Systems: Linux (RHEL), Windows

Soft Skills:

- Incident Management - Rapid triage, root-cause analysis, and cross-team escalation.
- Problem-Solving: Diagnostic troubleshooting, conflict resolution, and data-driven fixes.
- Customer Support: Client onboarding, SLA management, and technical support.
- Cross-Functional Communication: Bridging gaps between technical engineering teams and non-technical stakeholders.

EDUCATION

Bachelor of Science (Hons) Software Engineering UK

Solent University, Southampton, UK - (2023)

Microsoft Certified: Azure Administrator Associate (AZ-104) (In Progress) | Syscare IT Solutions Pvt Ltd

IDET Certified: DevOps/TechOps (Infrastructure-Operations) Practitioner Expert Masterclass (In Progress) |

Institute of Digital Engineering Technology

Higher National Diploma in Software Engineering UK | Pearson UK - (2019-2021)

G.C.E. Advanced Level (Combined Maths/ Physical Science) - (2018)

WORK EXPERIENCE

Software Support Engineer (Full Time)

Ceyentra Technologies | 2025 - Present

- Delivered high quality software support with a strong focus on customer satisfaction.
 - Worked and supported in Agile development environment by reporting defects, tracking issues and collaborating with internal technical teams to support continuous product improvements.
 - Assisted in software solution implementations at client sites.
 - Identified application defects and provided L1 support and L2 support.
 - Collaborated with internal teams to meet and support SLA commitments through timely issue resolution.
- Demonstrated software products and conducted user training sessions for clients.
- Created and maintained documentation including user guides, training materials, and FAQs to reduce recurring application issues.
 - Monitored client usage patterns, gathered feedback, and provided proactive support to enhance product experience and customer satisfaction.

IT Support Manager (Full Time)

Zeenath Trading (Pvt) Ltd | 2022 - 2024

- Provided IT support across the company, developed training materials for employees, and ensured data security for all systems while assisted in monitoring system performance, diagnosing network/server issues.
- Played a key role in maintaining system integrity, diagnosing and resolving technical issues efficiently.

Junior Software Developer (Part-Time)

Frontier Advisory (Pvt) Ltd | 2019 - 2020

- Developed a payroll accounting application using Java Swing for temporary business use, reducing manual accounting works by 30% while Led the development lifecycle, focusing on manual testing and troubleshooting and designed responsive web pages using HTML, CSS, and JavaScript for their corporate website.

CERTIFICATIONS & TRAINING

Microsoft Certified: Azure Administrator Associate (**AZ-104**) (In Progress)

DevOps/TechOps (Infrastructure-Operations) Practitioner Expert Masterclass (In Progress)

PROJECT EXPERIENCE

1. Smart Student Attendance System with QR Code

Technologies: Spring Boot, Rest API, MySQL, Postman, QR Code Generation, AWS EC2

- Developed and deployed a REST API on AWS EC2 for CRUD operations, automated QR code generation for student signups, and integrated absent alert notifications etc.

2. Solent Tours Web Application

Role: Spring Boot Backend Developer | *Technologies:* Spring Boot, RESTful APIs, MySQL

- Designed and implemented backend services for tour management and booking, ensuring secure and scalable operations.

3. ChemAir IoT Smart Air Quality Monitoring System

Technologies: Arduino, Blynk IoT, Python

- Built a real-time IoT device for air quality monitoring, sending alerts via the Blynk platform.

4. Ticket Booking System

Technologies: Java Swing, MySQL

- Developed a desktop ticket booking system with user-friendly interfaces, managing bookings and payments via MySQL.

5. Air Reservation System using Spring Boot and React

Technologies: Spring Boot, React, MySQL

- Designed a full-stack web application for air ticket reservations, handling authentication, bookings, payment management and cancellations.

INTERESTS

Cloud Computing and Automation
Exploring New DevOps & Cloud Tools
Online Tech Webinars

REFERENCES

S.M.Kushan Devinda (Eng.)
Chairman
State Development and Construction Corporation
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LANGUAGES

English: Full Professional Proficiency
Arabic: Reading and Writing Proficiency
Sinhala: Native Proficiency
Tamil: Native Proficiency
Hindi: Limited Speaking Proficiency

Tuan Anis Saboordeen
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