

# Thanusha Panaluwa

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▪ [Blog\(Translated\)](#) ▪ [Blog](#) ▪ [LinkedIn](#) ▪ [GitHub](#)

Computer Science graduate, Software Developer and active member of the Australian Computer Society (ACS), recognised for ambition, independent thinking and open-minded curiosity while demonstrating resilience to excel during academic background. Dynamic, ambitious, relishes challenges and is quick to apply new processes and procedures. Natural affinity for articulating complex technical details in easy-to-digest formats while providing first-class technical support. True digital native with a passion for new and emerging technologies; owner of a tech-focused blog. Cultural awareness and global mindset acquired through international experience.

## CORE COMPETENCIES

- Analytical Thinking
- Team Collaboration
- Customer Service
- Network Management
- Cyber Security Principles
- Data Gathering/Analysis
- Critical Reasoning
- Organisation and Planning
- Complex Problem-Solving
- Technical Troubleshooting
- Interpersonal Communication
- Project Management

## RECENT TRAINING

- ITIL v4
- Microsoft Office 365
- SheCodes Introduction to Coding

## EDUCATION AND QUALIFICATIONS

**Navitas** 04.2022–Present  
Professional Year

**Edith Cowan University** 07.2019–07.2021  
Master of Computer Sciences

- Cemented deep awareness of networking technologies, systems analysis, database design, programming, cyber security, and Artificial Intelligence (AI).
- Built skills needed to analyse computer architecture suitability for data processing.

**Rajarata University of Sri Lanka** 04.2013–09.2018  
B.Sc in Information and Communication Technology

## CERTIFICATIONS

### Microsoft Azure Fundamentals

- Enhanced knowledge of core data concepts, relational/non-relational data and data analytics.

### (ISC)<sup>2</sup> Cybersecurity Training

- Improved awareness of security principles, including privacy, risk identification and management, and governance processes.
- Completed module in Access Controls, including Discretionary/Mandatory access control (DAC/MAC).
- Analysed types of network threats and attacks, including distributed denial-of-service (DDoS), as well as cloud-based and on-premises network security infrastructure.

**Analytics for All (Data Modelling/Reporting/visualisation and SQL)**

## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

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FS Legal, Perth

08.2021-Present

IT Support Analyst

Seamlessly delivered network, application, and hardware support for new and existing infrastructure while screening and logging inbound calls via IT service management tools to optimise end-user satisfaction.

### Key achievements

- Analysed, diagnosed and resolved complex system issues including system integration issues.
- Efficiently resolved incidents, requests and problems in line with Service Level Agreements (SLAs).
- Maintained and updated technical documents and procedures while administering user systems access.
- Identified and implemented improvements to internal efficiency and the customer experience.
- Investigated and resolved incidents on a wide range of hardware and peripherals.
- Install, configure and troubleshoot desktop hardware and software.
- Participating settlement process and work with Leap.

Harvestaire Pty Ltd., Balcatta WA

02.2021-05.2021

Python Developer (Intern)

- Learned how to use Python to access, manipulate and store data.
- Enhanced awareness of Python syntax, strings and console output, as well as conditionals and control flow usage.
- Analysed creation of powerful data visualisations using Python in support of data-driven decision-making.
- Developed a tool to scrape web sites using minimal input; analysed customer reviews and sold items according to quality and price.

Jayahashi Pty Ltd., Piliyandala Sri Lanaka

03.2018-04.2019

Junior Python Developer

- Cemented awareness of data retrieval, analysis, decision-making, visualisation, cleansing, and Python programming needed in complex data science while building a tool used to detect CCTV cameras in Japanese car parks.

Ceylon Electricity Board, Colomb, Sri Lanka

07.2017-01.2018

Trainee Software Engineer

- Captured requirements while proactively and creatively providing resolution to technology gaps.
- Translated development project ideas from concepts into reliable and scalable products at pace; gained experience working with Open-Source Ticket Reporting System.

## TECHNICAL SKILLS

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- Active Directory Administration
- Arduino
- Microsoft Office 365
- MySQL
- Netsuite Sandbox
- VMware Virtualisation
- Web Development(PHP, HTML, JavaScript, CSS)
- Azure
- Git
- Web Scraping/Automation (Python, Selenium, BeautifulSoup)
- VMware Virtualisation