

DHANIKA BULATHSINHALA

IT Support Specialist | Endpoint, Identity & SaaS Support (Remote)

macOS & Windows • Google Workspace • MDM / Endpoint Compliance • Onboarding/Offboarding • Device Lifecycle • Automation

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Remote-ready / authorized to work full-time in Latvia

ghanika.me | [LinkedIn](#) | [GitHub](#)

PROFESSIONAL SUMMARY

IT support professional with 3+ years across help-desk, endpoint, and identity operations in remote, SLA-driven environments, with a **95%+** first-contact resolution record. Experienced across the full device lifecycle (procure, provision, image, ship, offboard/wipe) on Windows and macOS, onboarding/offboarding and account provisioning, Google Workspace and Microsoft 365 administration, and MDM-based endpoint compliance. Comfortable in the terminal (Linux/RHCSA), automating repetitive work with PowerShell/Bash, and documenting runbooks and knowledge-base articles. Backed by hands-on home labs and GRC Mastery / ISO 27001 — a strong base for the SOC2, device-trust, and security-policy work this role grows into.

CORE SKILLS

Endpoint & Lifecycle	macOS & Windows support, MDM / device management (Intune), procurement, provisioning & imaging, offboarding wipes & returns, asset inventory, endpoint compliance & device trust
Identity & Access	Google Workspace (console & CLI), Microsoft Entra ID / Active Directory, SSO, MFA, onboarding/offboarding (JML), account provisioning, access reviews, least-privilege
Help Desk & ITSM	Tier 1/2 support, Slack / Zoom / Google Workspace troubleshooting, ticketing (Jira, ServiceNow), runbooks, knowledge base & process docs, user training
Security & Compliance	Endpoint security, encryption, access controls, Zero Trust, security-policy rollout, Microsoft Sentinel (SIEM), Microsoft Defender, SOC2 & ISO 27001, GDPR awareness
Networking & Automation	DNS, DHCP, LAN/WAN, TCP/IP, VPN, Wireshark; PowerShell, Bash, Zapier; self-hosted home labs

PROFESSIONAL EXPERIENCE

Customer Operations Specialist Feb 2023 – Aug 2026
Dyninno, Riga, Latvia

- Resolved a high volume of employee/customer requests within SLA at a **95%+** first-contact resolution rate, using and maintaining the knowledge base.
- Triaged, prioritised, and escalated technical issues; authored documentation for **500+** monthly cases and improved recurring workflows.

IT Support Specialist Mar 2019 – Oct 2021
Yaden International (Pvt) Ltd, Colombo, Sri Lanka

- Provided Tier 1/2 support to **100+** users across **Windows and macOS**, managing the full device lifecycle — provisioning, imaging, deployment, maintenance, and end-of-life — and keeping asset inventory accurate.
- Ran onboarding/offboarding: created accounts, applied access and security profiles, and administered Active Directory and Microsoft 365 (email, Teams, SharePoint).
- Maintained endpoint protection, documentation, and knowledge-base entries; coordinated with vendors on hardware and licensing.

Trainee — Computer Systems Administrator (Erasmus) Nov 2024 – Dec 2024
Eutech Engineers Association, Berlin, Germany

- Administered Windows Server and network infrastructure for 15+ engineers; applied endpoint configuration and security hardening.

Assistant Systems Administrator (Internship) Sep 2018 – Feb 2019
University of Colombo — Network Operations Center, Sri Lanka

- Provided technical support across the university's IT environment and built an internal **osTicket** ticketing system to improve incident tracking and workflows.

TECHNICAL PROJECTS & PORTFOLIO (HOME LABS)

- **Microsoft Entra ID Administration** — identities, groups, SSO/MFA, Conditional Access, access management.
<https://github.com/dhanikabulath/enterprise-microsoft-entra-id-administration>
- **Intune & Endpoint Management** — MDM device enrollment, endpoint compliance & configuration.
<https://github.com/dhanikabulath/enterprise-microsoft-intune-endpoint-management>
- **Microsoft 365 Administration** — users, licensing, Exchange Online, Teams, SharePoint.
<https://github.com/dhanikabulath/enterprise-microsoft-365-administration>
- **Wazuh SOC & Security Monitoring Lab** — SIEM, endpoint detection, and security-policy testing.
<https://github.com/dhanikabulath/wazuh-enterprise-soc-lab>

EDUCATION

M.Sc. Cybersecurity Engineering <i>Riga Technical University, Latvia</i>	2021 – 2024
B.Sc. Information Systems <i>University of Colombo, Sri Lanka</i>	2016 – 2019

CERTIFICATIONS & LANGUAGES

- **Certifications:** ITIL Foundation | CompTIA A+ | RHCSA (Linux) | Google IT Support | GRC Mastery — ISO 27001 (Completed)
- **Languages:** English (Fluent, C1) | Latvian (A1 — actively studying)