

GIMHAN LAKSHITHA

Application Support Engineer

Embleton, Perth WA 6062 | 0432 622 016 | gimhanlakshitha58@gmail.com | linkedin.com/in/gimhan-lakshitha | Subclass 485 Visa – Full Working Rights

PROFESSIONAL SUMMARY

IT professional with a BSc (Hons) in Software Engineering (First Class Honours) and a Master of Information Technology, currently based in Perth, Western Australia. Holds a Temporary Graduate visa (Subclass 485) with full working rights in Australia. Over 3 years of experience supporting and developing enterprise-grade applications, with strong skills in incident management, root cause analysis, technical documentation, and stakeholder communication. Familiar with ITIL principles and experienced with M365 enterprise tools. Seeking to apply a solid technical foundation and service-oriented mindset as an Application Support Engineer at TasNetworks.

KEY SKILLS & COMPETENCIES

- Application Support & Administration — incident, problem, and change management
- Root Cause Analysis & Diagnostic Troubleshooting of enterprise systems
- ITIL Framework — familiar with service management principles and practices
- M365 Suite: Microsoft Teams, SharePoint, Outlook, Excel
- Programming: PHP, JavaScript, Java, Python, C#, HTML/CSS, ASP.Net/.Net Core
- Database Technologies: MySQL, SQL, Firebase
- CMS Administration: WordPress, Elementor, DIVI, WPBakery
- Technical Documentation, SOPs & Knowledge Base Maintenance
- Cybersecurity Awareness & Compliance
- Stakeholder Engagement & Cross-functional Communication
- Adobe Creative Suite: After Effects, Photoshop, Illustrator

PROFESSIONAL EXPERIENCE

Application Support & Web Developer

Apr 2025 – Present (Part-time)

Charles Cleaning Company, Inc. | Perth, WA

- Provide technical support and administration for business web platforms, diagnosing and resolving issues promptly to maintain operational continuity.
- Manage user accounts, system configurations, and content updates via WordPress CMS and associated plugins.
- Engage with internal stakeholders to gather requirements, implement system enhancements, and document all changes in line with change management best practices.
- Support M365 tools (Outlook, Teams) to facilitate smooth internal communications and business operations.

Application Support Engineer / Web Developer

Jan 2023 – Aug 2023

Surge Global | Remote, Sri Lanka

- Provided Tier 2 technical support for enterprise web applications across multiple client accounts, managing incidents and service requests in a structured, service-desk environment.
- Performed root cause analysis on recurring application issues, implementing lasting fixes and documenting resolutions for the knowledge base.
- Coordinated with cross-functional teams and clients to communicate issue status, resolution timelines, and system changes clearly and professionally.
- Maintained and updated technical documentation, SOPs, and internal knowledge base articles to support the broader support team.
- Administered and developed solutions using PHP, JavaScript, MySQL, and WordPress within business-critical environments.

Web Developer Intern

Jul 2022 – Jan 2023

Surge Global | Remote

- Supported senior engineers in troubleshooting, testing, and maintaining enterprise web applications in live business environments.
- Applied SDLC processes, change management procedures, and service delivery standards under professional mentorship.
- Developed proficiency in PHP, JavaScript, HTML/CSS, and relational database technologies.

EDUCATION

Master of Information Technology 2025
SCU University | Australia

- Advanced coursework in enterprise IT systems, project management, and information security.

BSc (Hons) Software Engineering — First Class Honours 2022
Cardiff Metropolitan University | UK

- Graduated with First Class Honours; specialisation in software architecture, systems analysis, and database design.

HND in Computing & Software Engineering — Second Upper Class 2018
ICBT Campus | Sri Lanka

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Google Certification: Fundamentals of Digital Marketing
- Java Application Development using JavaSE — University of Colombo School of Computing
- HND & High Diploma in Computing & Software Engineering — ICBT Campus

NOTABLE PROJECTS

- COVID Vaccination & Live Statistics Mobile App — Flutter/Dart with real-time data integration
- SMS Spam Detection System — Machine learning classification using Python
- Stock Management & Transportation Web System — JSP with full CRUD and reporting
- Event Management Mobile Application — Java, end-to-end lifecycle management
- Airplane Reservation System — PHP with relational database design

REFERENCES

Available upon request.