# ABDULLAH RAFFAI

*IT Professional / Cyber Security Entuasist*

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## Summary

I am an IT Professional and Cybersecurity Enthusiast with practical experience in IT administration, infrastructure management, technical support, networking, and information security. I have experience managing enterprise IT environments, including servers, endpoints, Active Directory, Microsoft 365, network security controls, backups, and user access management. Alongside my professional experience, I have developed academic expertise in Computing and Cybersecurity, Artificial Intelligence, and Software Engineering. I am passionate about leveraging technology, cybersecurity, and AI to solve complex business and security challenges while continuously developing my technical and leadership capabilities.

## Experience

**CryptoLabs Pvt Ltd** **Colombo, Sri Lanka**

**IT Administrator** **Feb 2025 - SEP 2026**

- Managed and maintained company-wide IT infrastructure spanning servers, desktops, laptops, and network devices, ensuring high availability and reliability.
- Installed, configured, and updated operating systems, software, and hardware across the organization.
- Administered network security controls — firewalls, antivirus, endpoint protection, and patch management - reducing exposure to security incidents.
- Managed user accounts, permissions, and access control across Active Directory and Microsoft 365 for the full employee lifecycle.
- Ran regular system backups and disaster-recovery procedures to safeguard business continuity.
- Owned IT documentation, asset inventory, and license management, and coordinated with vendors on procurement and maintenance.
- Configured and maintained email systems and collaboration tools, and delivered hands-on technical support across hardware, software, and network issues.

**BAT PEDIA Marketing Agency** **Colombo, Sri Lanka**

**IT & Operation Intern** **June 2024 - Jan 2025**

- Providing first level IT Support and troubleshooting hardware, software, and connectivity issue for the team.
- Installing, Configuring , and maintaining computers, operating system, and the software and application used by the team.
- Assisting with user account and access management for the agency's internal tools and platforms.
- Supporting data backup, file and media asset management, system updates, and basic information security practices.
- Monitoring technical issues and escalating complex problems when required.
- Assisting with daily administrative and operational activities.
- Maintaining documentation, preparing reports, and updating operational records.
- Coordinating with team members to support smooth day to day operations.

## Education

**University of Greenwich**

- **BSc (Hons) in Computing and Cybersecurity (R)**

**OTHM Qualifications**

- **Level 7 Diploma in Artificial Intelligence (R)**

**ESU Colombo**

- **Pearson BTEC Level 5 HND in Software Engineering (R)**
- **Pearson Assured Diploma in Information Technology — Distinction**
- **Certificate in Information Technology (CIT)**

**Zahira College Colombo**

- **G.C.E. Advanced Level — 2A, 1C**

**Projects**

- Application of Artificial Intelligence in Preventing Cyber Attacks — Lumix IT Solutions: researched and prototyped AI-driven detection methods to strengthen the company's threat-response posture.
- Tech & Soft Skills Bootcamp for Junior Software Developers: designed and delivered training to upskill junior developers on technical and professional fundamentals.

## Tech Skills

- **Programming and Scripting –** Python , PowerShell
- **Web and Databases –** HTML, CSS, SQL, NodeJS
- **Operating Systems –** Windows, Linux, MacOS
- **Tools & Platform –** Git, VMware
- **Security Tools –** SIEM/SOAR ( FortiSIEM , Chronicle SOAR

## Leadership & Activities

**Founding Vice president**
**Old Boys Associations, Batch 24 Zahira College Colombo**

**Deputy Head Prefect**
**Zahira College Colombo, 2024-25**

**Sergeant-at-Arms**
**Speakers' Platform, 2023-24**

**Chief Organizer**
**YFC Zahira College, 2023-24**

**Head of Sinhala Section**
**ZMEDIA, 2023-24**

**Treasurer**
**Islamic Society ZCC, 2023-24**

**Asst. Treasurer**
**Computer Society ZCC, 2023-24**

**Rotaract Club of ESU**
**Member, 2026-Present**

**Student Parliament**
**Zahira College Colombo, 2024-25**

**Gavel Club of ESU**
**Member, 2025-Present**

## Courses & Certificates

- Fortinet Certified Fundamentals in Cybersecurity — **Fortinet**
- Palo Alto Networks Certified XSOAR Engineer — **Palo Alto Networks**
- Microsoft Certified System Administrator (MCSA) — **Winsys Networks**
- Windows Networking Certificate — **Winsys Networks**
- Foundations of Operationalizing MITRE ATT&CK v13 — **MITRE** **etc.**

## Languages

**English** — Working proficiency

**Sinhala** — Native ( Full Professional Proficiency )

**Tamil** — Native ( Full Professional Proficiency )

## References

**Mr. Dewmith Barnett**
Engineer – Information Security
075 544 0069

**Mr. Ahamed Iftikhar**
Founder / Bat Pedia
075 914 2005