

Greshan Bovithanthrige

3rd Line Infrastructure Engineer

Sri Lanka | Available for Worldwide Remote Opportunities

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Professional Profile

Infrastructure engineer with extensive hands-on experience across Microsoft 365, Windows Server, identity, endpoint management, networking, security, telephony and MSP environments. Currently working as a Senior IT Engineer (Infrastructure) and operating at 3rd line level across complex client environments and technical escalations. Currently supporting approximately 50 Microsoft 365 tenants, 5 GCP tenants, 250–300 endpoints, 7 servers and 15–20 client businesses, while delivering migrations, cloud deployments, security and compliance requirements, telephony projects and infrastructure automation. Experienced in independently investigating and troubleshooting complex technical issues, using vendor documentation, diagnostic tools and technical resources to identify solutions and implement changes, including in unfamiliar environments. Strong focus on practical problem solving, reliable delivery, clear client communication and repeatable PowerShell automation.

Core Technical Expertise

- Microsoft Cloud: Microsoft 365, Azure, Microsoft Entra ID, Exchange Online, SharePoint Online, Microsoft Teams
- Identity & Endpoint: Microsoft Intune, Active Directory, Group Policy, Conditional Access, MFA, identity security and Entra Connect / hybrid identity
- Exchange & Email: Exchange Online mail flow, SMTP connectors, transport rules, message tracing, email headers, Barracuda and Exclaimer
- Infrastructure & Networking: Windows Server, Hyper-V, DNS, DHCP, network troubleshooting, virtualisation, on-premises and hybrid environments
- Security & Compliance: Microsoft Defender in Microsoft 365 Business environments, endpoint and email security, Fortinet, Trend Micro, PCI DSS support, SARs and Right to Erasure requirements
- Backup & Recovery: Cloud-to-cloud backup, endpoint backup, backup agents, log analysis, backup error investigation and restoration
- Automation & Documentation: PowerShell, Microsoft Graph, GitHub, Markdown documentation, technical procedures and knowledge bases
- MSP Platforms & Services: Exclaimer, Google Workspace, GCP and multi-tenant administration
- Telephony & Communications: 3CX, VoIP, Teams Phone, call recording, call monitoring, call queues, reporting and phone-system migrations

Professional Experience

Founder | Cloud & Security Consultant

Secure Digital Labs | May 2026 – Present | Sri Lanka | Remote

- Operate a growing side consultancy alongside full-time infrastructure engineering work, providing cloud, security, digital infrastructure and technology services for small businesses.

- Support Microsoft 365, Google Workspace, backup, security and digital infrastructure requirements, with a practical focus on reliable solutions and clear client communication.
- Build reusable technical tooling and automation to improve repeatability and administration across common cloud and infrastructure tasks.

Senior IT Engineer (Infrastructure)

ICL Digital | Apr 2026 – Present | Remote

- Promoted from Infrastructure Engineer (Level II) following strong performance and expanded technical responsibilities.
- Provide advanced infrastructure support and technical escalation across Microsoft 365, Windows Server, cloud services, identity, networking and endpoint environments.
- Manage complex client infrastructure across Microsoft 365, GCP, endpoints, servers, identity, email, networking, security and telephony, with responsibility for advanced troubleshooting and technical escalation.
- Plan and deliver infrastructure changes and migrations, including Microsoft 365, Exclaimer and 3CX/telephony projects, while following incident, change and problem management practices.
- Use PowerShell and repeatable processes to improve administration, troubleshooting and delivery across multi-tenant environments.

Selected Technical Delivery

- Microsoft 365 delivery: Delivered 30–50+ Microsoft 365 tenant setups and deployments, including configuration, security, identity and service onboarding.
- Migrations: Delivered 10–15 Microsoft 365/email migrations, including migrations from different platforms and batch migration activities.
- Completed approximately 5–10 Exclaimer migrations, including full implementations for law-firm environments.
- Delivered approximately 5–10 VoIP projects, including phone-system migrations, 3CX implementations, call recording, call monitoring, queue reporting and multi-system configurations.
- Supported PCI DSS requirements and recurring compliance checks, coordinated with external compliance teams, and handled data-protection requirements including SARs and Right to Erasure requests.
- Supported cloud-to-cloud and endpoint backup services, investigated backup-agent and job failures through logs, and assisted with restoration and recovery activities.
- Worked with technology vendors and external teams to assess products, resolve technical issues and deliver solutions aligned with client requirements.

Infrastructure Engineer (Level II)

ICL Digital | Aug 2025 – Apr 2026 | Remote

- Supported the design, implementation and troubleshooting of cloud and infrastructure environments across Microsoft 365 and Windows Server.
- Handled complex escalations involving identity, email, endpoints, servers, networking and cloud services.
- Delivered client-facing infrastructure changes, migrations and deployments across multiple technology platforms.

2nd Line Infrastructure Engineer

STAXO Group | Oct 2023 – Sep 2025 | London, United Kingdom | Remote

- Provided second-line infrastructure support across Microsoft 365, Windows Server, identity, networking and client environments, handling escalations and complex technical issues.

Greshan Bovithanthrige | 3rd Line Infrastructure Engineer

IT Infrastructure Engineer

STAXO Group | Oct 2022 – Oct 2023 | London, United Kingdom | Remote

IT Services & Support (Independent)

GB Enterprises | Dec 2009 – Dec 2025 | Sri Lanka

- Delivered independent IT support and digital services for small businesses and individual clients, building broad hands-on experience across infrastructure, networking, hardware and client support.

Technical Support Specialist

Pascal Computers | Aug 2014 – Dec 2019 | Uva Province, Sri Lanka

Certifications & Professional Credentials

- SC-900: Microsoft Security, Compliance, and Identity Fundamentals — Exam Preparation and Practice, Coursera
- 3CX Advanced Certification — 3CX (2026)
- 3CX Basic Certification — 3CX (2026)
- NSE 3 Network Security Associate — Fortinet (2023)
- ISO/IEC 27001 Information Security Associate — SkillFront
- PCAP: Programming Essentials in Python — OpenEDG Python Institute
- Fundamentals of Red Hat Enterprise Linux — Red Hat
- Cisco Cybersecurity Essentials — Cisco Networking Academy
- Cisco Networking Essentials — Cisco Networking Academy
- CCNA v7: Introduction to Networks — Cisco Networking Academy
- Google IT Support Certificate Specialization — Google

Education & Qualifications

- National Diploma, Information Technology — Vocational Training Authority, Sri Lanka | Jan 2020 – Jun 2022
- Network and System Administration / Administrator studies — Cisco Networking Academy | Aug 2020 – Aug 2021
- Executive Diploma, Human Resource Management — Jayasekera Management Centre | 2019 – 2020
- Computer Hardware Technician — NVQ Level 4
- Computer Network Technician — NVQ Level 4
- Computer Application Assistant — NVQ Level 3

Additional Professional Development

- Conflict Management Specialization — University of California, Irvine Division of Continuing Education
- Professional Skills for International Business — University of London / Chartered Management Institute
- Management Skills for International Business — University of London / Chartered Management Institute
- Project Management Foundations — LinkedIn
- Introduction to Marketing — Wharton Online
- Advertising with Meta — Meta
- Elements of AI — University of Helsinki

Languages

- English — Full professional proficiency
- Sinhala — Native or bilingual proficiency

Additional Information

- Available for worldwide remote opportunities; not seeking relocation