

DARSHANA MEEGASDENIYA

BSc in Computer Studies | ITIL v4 Certified | MBCS

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U.S. Citizen | Based in New York, NY

SUMMARY

IT professional with 14+ years of progressive experience managing IT operations, service desks, and infrastructure in fast-moving, high-stakes environments. Known for blending hands-on execution with strategic oversight—driving uptime, process efficiency, and user satisfaction. ITIL v4 certified and deeply experienced in Microsoft 365, Azure, and ITSM workflows (Jira, ServiceNow). Strong record of building and mentoring small IT teams, standardizing support processes, and improving SLA compliance. Bachelor of Science in Computer Studies (University of Hertfordshire, UK; U.S. equivalency verified).

Core strengths: IT service delivery management, asset and vendor lifecycle, SLA and KPI enforcement, user experience improvement, automation, compliance, and cross-functional collaboration.

KEY SKILLS

Leadership & ITSM

Service Desk Management • Team Mentoring & Development • SLA / KPI Metrics • Escalation Management • Change & Incident Management • Continuous Process Improvement • Customer Experience Focus

Infrastructure & Platforms

Microsoft 365 • Azure AD / Entra ID • Intune / Autopilot • Exchange Online • Windows Server 2012–2019 • Citrix Cloud / VDI • VMware / Hyper-V • JAMF • Google Workspace

Networking & Security

Ubiquiti UniFi • Cisco Meraki / VoIP • VPN • VLAN • DNS • DHCP • SSO • MFA • DLP • Defender • Mimecast • Carbon Black

Asset, Vendor & Compliance

IT Asset Lifecycle (Procurement, Inventory, Disposal) • License Administration • Contract Management • Vendor Coordination • Knowledge Base & SOP Documentation • Risk & Compliance Alignment

Tools & Automation

Jira Service Management • ServiceNow • PowerShell • Microsoft Graph • Atera RMM • GoGenuity • Zoom • Slack • Asana • Monday.com

EXPERIENCE

Sr. Systems Analyst (Consultant) – Agio Inc. @ Balyasny Asset Management | New York, NY

Mar 2025 – Present

- Oversee daily IT service operations supporting global users and executive staff.
- Manage incident queues, enforce SLAs, and handle high-priority escalations through Jira Service Desk.
- Administer Microsoft 365, Exchange Online, Azure AD, and endpoint policies in Intune.
- Support Citrix Cloud VDA/VDI infrastructure, ensuring uptime for trading floor systems.
- Coordinate with infrastructure and cybersecurity teams to align incident reporting and ticket handling.
- Lead onboarding/offboarding, maintain asset inventory, and execute IT procurement processes.
- Provide continuous process improvement by identifying automation opportunities within ITSM workflows.

IT Consultant – Self-Employed | New York, NY

Jun 2024 – Mar 2025

- Delivered full-service desk operations and technical support for SMB clients across cloud and on-prem setups.
- Migrated organizations between Google Workspace and Microsoft 365, including DNS and security configurations.
- Deployed Intune MDM, enforced compliance policies, and implemented user provisioning automation.
- Managed UniFi firewall and VPN deployments, AV systems, and endpoint integrations.
- Drafted IT policies, SOPs, and service documentation aligned with ITIL principles.
- Supported asset lifecycle management, vendor renewals, and software license tracking.

IT Systems Administrator – OTR Global & BWG Strategy Research | Purchase, NY

Sep 2023 – Jun 2024

- Sole IT lead for 250+ users, responsible for full lifecycle support, ticket triage, and vendor coordination.
- Managed Microsoft 365 tenant (Exchange, SharePoint, Teams), Intune, and Entra ID administration.

- Owned IT asset inventory and procurement, ensuring accurate tracking of laptops, licenses, and peripherals.
- Maintained hybrid environments integrating on-prem and cloud systems.
- Designed and documented service desk workflows, troubleshooting guides, and escalation matrices.
- Reported key metrics to leadership and improved first-response resolution by 20%.

Sr. IT Systems Administrator (IT Manager) – Elevate Brands | New York, NY

Apr 2021 – Aug 2023

- Directed day-to-day IT operations for 250+ global users in a fast-paced startup environment.
- Built and managed Jira-based IT service desk, enforcing ITIL-aligned workflows and SLAs.
- Supervised a distributed support team handling L1–L3 issues across endpoints, cloud services, and AV systems.
- Led IT procurement, vendor negotiations, license renewals, and asset management.
- Administered Microsoft 365, Google Workspace, Box, Intune, and Okta integrations.
- Implemented automation scripts and knowledge base articles that cut ticket volume by 25%.
- Drove compliance with security controls (MFA, DLP, device encryption).

Sr. Systems Network Engineer (Manager IT) – Eyepax IT Consulting | Remote

Feb 2017 – Dec 2021

- Managed IT infrastructure and global support operations across multiple time zones.
- Led a 5-member IT team supporting Office 365, AD, GPOs, Hyper-V, and AWS/Azure environments.
- Oversaw vendor relationships, budgeting, and system performance monitoring.
- Established standardized documentation for IT processes and lifecycle management.
- Reduced downtime incidents by 30% through proactive monitoring and patch management.

Senior ICT Support Engineer – Intrepid Group / PEAK DMC | Sri Lanka

Aug 2015 – Mar 2017

- Led multi-site support operations serving 2,500+ global users.
- Enforced ITIL-aligned service desk procedures and incident tracking.

- Managed AD, Hyper-V, Exchange Online, and network services with 99.9% uptime.
- Delivered user training and developed documentation for recurring issues.

Additional roles (2010–2015): IT Manager – Nations Lanka Pvt. Ltd | IT Manager / Systems Admin – Bluebond Financial Group (UK)

CERTIFICATIONS

- **ITIL Foundation v4 – PeopleCert** (Cert ID: GR671699601DM, valid through 2027)
 - **HIPAA Compliance** – Traliant
 - **Microsoft 365 Administration** – LinkedIn Learning
 - **Project Management Foundations** – LinkedIn Learning
 - **CompTIA Security+ (In Progress)**
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EDUCATION

Bachelor of Science (Hons) in Computer Studies – University of Hertfordshire, UK
U.S. equivalency verified: Bachelor of Science in Computer Studies

Associate Degree in Information Technology – British Computer Society, Sri Lanka

PROFESSIONAL MEMBERSHIP

Member – **British Computer Society (MBCS)**

U.S. Citizen | Fully authorized to work in the U.S. without sponsorship