

VIDULA WICKRAMASINGHE

INTERNSHIP STUDENT

Melbourne, Australia | vidulawickramasingha@gmail.com

IT Support, Service Desk | Troubleshooting | End User Support | Ticketing | Documentation | Microsoft 365 | Google Workspace | WHS | Technical Support

PROFILE

I'm an Information Systems undergraduate seeking an IT Support or Service Desk internship. I have hands-on experience supporting operations in fast-paced logistics and retail environments, where I've assisted end users, troubleshoot technical issues, and documented workflows. I'm comfortable working with Microsoft 365 and Google Workspace, and I bring practical skills in basic networking concepts, SQL fundamentals, HTML/CSS, and Git/GitHub. I'm reliable, WHS-aware, and motivated to contribute to a support team while continuously improving service quality and operational efficiency.

TECHNICAL PROFICIENCIES

IT Support:	System setup & configuration, Process documentation & workflow support, End-user support
Web Technology:	HTML5, CSS3, JavaScript, Python (Intermediate)
Tools & Platforms:	Microsoft 365 (Word, Excel, PowerPoint, Outlook), Google Workspace (Cloud, Docs, Sheets, Drive), Git & GitHub
Data & Analysis:	Basic data handling & validation, Process mapping & documentation, Requirements gathering (foundational)
Concepts & Technologies:	Systems thinking, IoT / UAV concepts (academic projects)

PROJECTS

Autonomous Self-Flying Drone (Design Project) - Designed an AI-driven UAV with 360° environmental scanning, real-time navigation, and defined operational range and altitude.

ADS-B Aircraft Tracking System - I built an ADS-B aircraft tracking system on a Raspberry Pi using a USB software-defined radio receiver to capture and decode live aircraft broadcast data, including position, altitude, and speed.

Human–Elephant Conflict GPS Collar System (Design Project) - Proposed a low-cost GPS tracking collar to support wildlife monitoring and reduce human–elephant conflict in resource-constrained environments.

LankaHarvest Hub (Web Design) - Built a responsive multi-page website using HTML5, CSS3, and JavaScript with a focus on usability and mobile-friendly design.

EXPERIENCE

Cleaning & Facility Support Crew Member, City FM (Client: Bunnings Warehouse) **Oct 2025 to Feb 2026**
Mentone VIC

- Maintained cleanliness and safety standards across high-traffic customer areas; followed site procedures and WHS requirements.
- Completed scheduled tasks efficiently and supported ad-hoc requests (spills, hazards, consumable restock).

Maintenance / Facility Services Crew Member, GJK Facility Services (Amazon MEL1) **May 2024 to Nov 2026**
Dandenong VIC

- Supported facility upkeep in a large logistics environment, focusing on hygiene and safety standards.
- Followed SOPs for safe equipment handling and escalation/reporting of issues to supervisors.

Additional experience:

Cleaner (Bayside Police Station) — Pick Vick Group, Bayside VIC (Jul 2024 - Sep 2024); Crew Member — Burger King, Sri Lanka (May 2023 - Jan 2024).

EDUCATION

Swinburne University of Technology, Diploma of Information Technology (UNILINK) NCHS (Colombo, Sri Lanka)	Feb 2023 to Oct 2023
Swinburne University of Technology, Bachelor of Computer Science (commenced) Hawthorn VIC	Feb 2024 to Aug 2024
Holmes Institute, Bachelor of Information Systems Melbourne VIC	Sept 2024 to Present

AREAS OF EXPERTISE

Web (Intermediate): HTML5 · CSS3 · JavaScript	IT Support & End-User Assistance	Basic Data Analysis & SQL Querying	Operational Efficiency & Process Improvement
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COURSES

Python for Beginners, University of Moratuwa
Machine Learning & Deep Learning, IBM skills build
Getting Started with Amazon Location Services, AWS Training
ClickUp Intermediate, ClickUp
Success Mindset, HP Life
Introduction to Programmatic Advertising, Yahoo Academy Learning Center

ACCOMPLISHMENTS

- Provided first-line IT support for end users—troubleshooting Microsoft 365, Google Workspace, account/login and connectivity issues; escalated complex cases to senior technicians.
 - Documented troubleshooting steps and created clear SOPs and how to guides stored in version-controlled repositories to improve handovers and reduce repeat issues.
 - Built a responsive multi-page website (LankaHarvest Hub) using HTML5, CSS3 and JavaScript; used Git/GitHub for version control and usability improvements.
 - Applied SQL fundamentals to query and extract datasets for coursework, producing basic reports to support analysis and decision-making.
 - Completed targeted technical training (Python for Beginners, IBM Machine Learning & Deep Learning, AWS Getting Started with Amazon Location Services) to broaden programming and cloud skills.
 - Demonstrated WHS compliance and reliable teamwork in fast-paced logistics and retail roles—followed SOPs, handled equipment safely, and supported incident escalation and operational efficiency.
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LINKS

vidulawickramasinghe.online

REFERENCES

Kapila Rohana Abegunawardana from Master Captain - Anglo Eastern Ship Management (India)

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