



MOHAMED SAFRAS

IFS assyst Technical/ Functional Consultant

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About Me

Application Support Engineer with 7+ years of experience providing L1/L2 support in enterprise environments, combined with hands-on experience as an IFS assyst Techno/Functional Consultant. Strong expertise in ITSM, incident management, SLA-driven support, Active Directory, and IFS assyst configuration, including workflows, forms, and service catalogs. Proven ability to troubleshoot application and infrastructure issues, support end users, and ensure system availability. Experience in Microsoft Power Platform tools including Copilot Studio, Power Automate, and Power Apps

Work Experience

1. Web Design and Developer - **4G Handloom Pvt Ltd** | 2019- 2021

- Maintained the company website and Facebook page, ensuring content accuracy and timely updates.
- Added and managed products on the website, including WooCommerce product listings and configurations.
- Customized web pages and product layouts to improve user experience and engagement.
- Supported digital marketing activities by promoting products through social media channels.

2. IT Support Specialist - **Algorvation Pvt Ltd** | 2021 - 2022

- Provided end-user technical support through phone, email, and chat.
- Diagnosed and resolved hardware, software, and application-related issues.
- Ensured timely ticket resolution and maintained accurate support documentation.
- Assisted with website maintenance and internal system updates.

3. Infrastructure Analyst - Application Support Specialist (Project: FedEx) - **HCL Tech** | 2022 – 2024

- Provided L1/L2 application support to 100+ enterprise users and resolved 30-40 tickets per week while maintaining 95% SLA compliance.
- Supported Windows Remote Desktop Services and resolved application, connectivity, and remote access issues.
- Troubleshoot login failures, session issues, and access problems to minimize end-user downtime.
- Performed Active Directory administration, including account unlocks, password resets, group management, and access permissions.
- Resolved network, VPN, and access-related issues in an enterprise support environment.
- Logged, tracked, and resolved incidents using ServiceNow in line with SLA requirements.
- Escalated critical incidents to relevant teams and stakeholders for timely resolution.
- Maintained accurate incident documentation, resolution notes, and reports for audit and service improvement purposes.

4. Techno/Functional Consultant (IFS assyst) - **IFS** | 2024 – 2026

- Configured and customized IFS Assyst modules to meet presales specifications, including workflows, forms, service catalogues, and automations.
- Transformed and loaded customer-specific data into demo environments to create realistic, high-impact demonstrations.
- Built a library of reusable assets, including demos, templates, and documentation, improving efficiency for global presales teams.
- Conducted customer-facing demos and recorded presentations to showcase the benefits of IFS solutions.
- Worked with clients and presales teams to capture requirements and translate them into functional Assyst solutions.
- Supported deployments, integrations, and upgrades within Assyst demo environments, ensuring smooth operations.
- Applied ITIL best practices to enhance service delivery and ensure high-quality demos.
- provide RFP and RFI.
- Troubleshoot issues, managed requests, and maintained the assyst demo environment, ensuring availability and reliability for presales activities

5.Senior IT Support Engineer - **IFS** | Jan 2026 – Present

- Delivered L2 ,L3 IT support as the frontline contact for global users, resolving hardware, software, and network issues within SLA.
- Managed and escalated incidents through the ITSM tool with clear documentation and accurate impact and urgency classification.
- Led P1/P2 incidents as Incident Commander, coordinating technical teams and stakeholders to ensure timely resolution.
- Supported system reliability through proactive monitoring and troubleshooting of IT infrastructure.
- Created and maintained IT documentation and knowledge articles to improve first-contact resolution and team efficiency.
- Mentored junior engineers and managed shift workloads to ensure consistent service quality and SLA compliance.
- Designed and supported low-code solutions using Microsoft Power Platform tools such as Power Automate and Power Apps.
- Built and configured Copilot Studio agents to support internal service and support use cases.
- Contributed to workflow automation and process improvement initiatives using Power Platform capabilities.

Education

- Higher National Diploma in Software Engineering – Pearson College London
- BEng (Hons) in Software Engineering – London Metropolitan University
- Bachelor of Arts (General) – South Eastern University of Sri Lanka (Reading)

Skills

- L1/L2 Application Support
- Technical Troubleshooting
- ITIL Service Management
- Incident Management
- Problem Management
- Change Management
- SLA Management
- Service Delivery
- Root Cause Analysis
- ITSM Tools: assyst, ServiceNow
- Active Directory Administration
- Microsoft 365 Administration
- Microsoft Entra ID (Azure AD)
- Group Policy Management
- Windows OS Support
- Remote Desktop Services (RDS)
- Citrix Administration
- VMware Administration
- SQL Basics
- Technical Documentation
- Knowledge Base Management
- Copilot Studio Agent Creation
- Power Automate
- Power Apps
- Workflow Automation
- Low-Code Solution Design

Language

- **Tamil - Native**
- **English - Fluent**
- **Sinhala - Basic**

Certificates

- HTML & CSS Fundamentals
- Google Ads Essential Training
- Google Certified Digital Marketer – Fundamentals
- Agile Concepts – Basic
- ITIL
- Infra BTO –Service Desk/Help Desk/RDS
- Amazon Web Services (AWS) Development
- IFS Certified Practitioner - Assyst Consultant
- IFS assyst Support Analyst
- IFS assyst Administrator

Portfolio

Websites

- 4GHandloom.com
- Algorvation.com
- LifeBayGroup.com

Software and Web apps

1. Payroll management system (C#)
2. Online Message sending application (C#)
3. NIC details finder Mobile applications (HTML | Ionic)
4. 4G Handloom Employee Management System(HTML | PHP)
5. Inventory management system(C#)

AI and Power Automation Projects

1. Ticket CSAT Automation
2. Meeting Room Feedback Automation
3. Onboarding Automation AI Agent
4. KB Creation AI Agent
5. Helpdesk Virtual Agent (L1 Agent)
6. Service Desk Feedback Request AI Agent