



Md Arif Hossin

IT Support Engineer

PERSONAL DETAILS

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ADDRESS
London, UK

DATE OF BIRTH
17-01-1986

GENDER
Male He/Him

MARITAL STATUS
Married

NATIONALITY
British

SKILLS

Active Directory

Mobile Device Management
(MDM)

IT Automation

Customer Service

Communication (Written and
Verbal)

Problem Solving

Time Management

Teamwork

Adaptability

Critical Thinking

PROFILE

Highly motivated and detail-oriented IT professional with extensive experience in IT support, system administration, and technical troubleshooting. Proven ability to manage diverse customer needs, maintain critical IT infrastructure, and deliver exceptional service in fast-paced environments. Adept at leveraging strong communication, organizational, and problem-solving skills to enhance operational efficiency and user satisfaction. Committed to continuous learning and eager to contribute to a forward-thinking organization.

PROFESSIONAL EXPERIENCE

IT Support Engineer, Shell/Hemmersbach

APR 2022 - PRESENT

- Managed the full lifecycle of IT service requests and incidents using ServiceNow, including ticket resolution, asset updates, and certificate management.
- Executed client asset refreshment, including laptop replacement, data migration to OneDrive, and application setup.
- Performed secure disk wiping, certificate uploads, and asset updates to maintain accurate records.
- Proficient in imaging, building, and network patching laptops.
- Managed desk moves, workstation setups (including monitor installation and trade floor support), and provided hands-on assistance.
- Facilitated IT onboarding and offboarding processes, ensuring new users received ready-to-use devices and old devices were collected, wiped, and prepared for disposal.
- Provided comprehensive 1st and 2nd line support for end-users, resolving complex hardware and software issues.
- Expert in Microsoft 365 applications (Teams, Outlook, OneDrive, Skype for Business, OneNote, Office suite).
- Identified, researched, and resolved a high volume of technical inquiries from internal users.
- Maintained in-depth knowledge of Microsoft operating systems (Windows 7-10) and desktop applications.
- Escalated complex issues to 2nd/3rd line teams via ServiceNow, ensuring timely resolution.
- Possessed strong knowledge of network infrastructure, particularly Wi-Fi networks.
- Documented customer issues accurately and promptly in the call tracking system.
- Assisted in real-time issue resolution to minimize downtime and maximize user satisfaction.
- Stayed current on relevant product and industry trends to provide accurate technical solutions.
- Provided support in person, over the phone, and remotely.
- Managed UEM enrolment using Temporary Access Pass, and worked with MDM and MFA solutions.

Trade Floor Support, BP/Hemmersbach

SEP 2021 - MAR 2022

- Utilized ServiceNow for task and incident resolution, including AMDB updates.
- Resolved IT issues efficiently within a dynamic trade floor environment.
- Conducted system audits and inventory management.
- Performed machine build-ups from images.
- Managed asset tagging of hardware, maintaining asset databases and performing equipment scans.
- Installed and configured new software/hardware as required.
- Administered Active Directory for user setup, password resets, permission assignments, and Organizational Unit (OU) management.

Active Listening

Empathy

Patience

Negotiation

Training and Mentoring

Service Level Agreements (SLAs)

Vendor Management

IT Security Policies

Business Continuity

WEBSITES & SOCIAL LINKS

GitHub

FaceBook

- Prepared, tested, and implemented system solutions to meet new business requirements.
- Set up, maintained, and monitored remote user access.
- Provided user assistance with document management systems.
- Supported presentation equipment in boardrooms.
- Assisted with network cabling and office moves.
- Managed mobile infrastructure, including device procurement and recording requirements.
- Collaborated with global support and infrastructure teams.
- Implemented Intune Company Portal setup and worked with Apple Business Management (ABM) Platform.
- Configured MFA settings with Microsoft Authenticator.

IT Helpdesk Analyst (Intern), Twin School

⌚ SEP 2020 - FEB 2021

- Created user accounts, managed permissions, and reset passwords for employees and clients using Active Directory.
- Monitored and responded to Service Desk requests, providing remote and hands-on support.
- Delivered telephone and email support to staff (including remote workers) and clients.
- Set up conference rooms for meetings and interviews using Microsoft Teams.
- Managed basic equipment support requests (e.g., printer toner, cables, projectors, computer moves, software installations).
- Maintained high standards for customer communications and response times.
- Stayed current with Microsoft Windows and macOS operating systems and standard software packages.
- Actively engaged in opportunities to develop skills in desktop support, networking, and operating systems.
- Installed and configured software such as Windows Bitdefender and TeamViewer.
- Activated BitLocker encryption in accordance with organizational Group Policy Management.
- Managed upgrade deployment and imaging of Windows 10.
- Performed secure hard disk wiping with DBAN.
- Troubled shot and set up MacBook and iOS devices, including reboots, PRAM/NVRAM resets, disk permission repairs, and macOS reinstallations.

Chef +Waiter, Pizza Express

⌚ OCT 2010 - NOV 2021

- Serving the customer take order, serve food, making drinks, coffee dessert.
- Customer service
- Handling cash and tills
- Basic cleaning
- Working under pressure and to strict deadlines whilst remaining calm and focussed
- Basic food safety and hygiene maintenances.
- Control variable costs
- Organise restaurant for the busy period.

EDUCATION

Business Administration, University of Sunderland, UK

⌚ 2010 - 2011

Pharmacy, Stamford University, Dhaka, Bangladesh

⌚ 2005 - 2009

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REFERENCES

Available upon request

VOLUNTEER

Laptop and Computer IT Workshop Technician, Camara Educations Ltd.

⌚ 2019

- Upgraded hardware (specification, investigation, BIOS).
- Refurbished and troubleshoot desktops and laptops.
- Loaded and activated software keys.
- Securely wiped hard disks with Parted Magic and recovered computer components.

LANGUAGES

English

Bengali

Hindi