

Arsal Javid

Infrastructure Engineer | QA/Test Engineer | System Administrator | Technical Specialist

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Profile

A **motivated, credible and analytical** Infrastructure Engineer responsible **providing 3rd Line BAU/Project Support** on time whilst placing **the client at the heart**. Implements ongoing improvements to processes which fully adhere to security, project management and architecture frameworks. Enjoys **the opportunity of supporting projects** as it helps provides end-to-end transparency. **Flourishes when under pressure** and maintains vital channels of communication.

- **Specifically chosen to provide dedicated** on-site support to a customer whilst being relatively new to the team.
- Flexible and approachable Infrastructure Engineer **supporting a diverse set of clients** from an infrastructure perspective due to ability to handle highly pressurised situations
- **Clearly and concisely explains technical issues** to a non-technical audience

Motivated to find a junior Technical Architect, Solutions Architect or Technical Infrastructure Lead post on project delivery where there is scope to be responsible for enterprise level projects from a technical aspect.

Skills Matrix

| technical infrastructure management | IT infrastructure | infrastructure upgrade | infrastructure management | disaster recovery | data refresh | data migration | virtualisation | cloud based infrastructure | design | delivery | IT engineering | project support | project delivery | mentoring | staff training | staff engagement | team development | data centre migration | problem resolution | client management | client engagement | time management |

Personal Attributes

- Committed, adaptable and reliable Infrastructure engineer who is a **quick learner**
- **Dedicated and enthusiastic** professional excellent at solving technical problems
- Knowledgeable, proactive and **strives for improvement professionally and personally.**

Career Detail

Atos

July 2014 - Present

Technical Specialist

January 2015 - Present

Technical Specialist with the overall remit support, maintain and optimise the operation of Microsoft Windows servers as well as being tasked with the role of Technical Account Lead for clients including Criminal Justice IT, Avantix, Metlife, Web Gemini, Shared Services, Rail Operations and DVSA. Provided accurate support documentation in accordance with Atos standards and fully adhered to the ITIL framework. Instrumental in bringing new team members up to speed by introducing how-to-guides and creating a centralised remote desktop group that would make customer environments more accessible when dealing with major incidents and responding to technical escalation. Tested and implemented operating system and hardware updates. Maintained an efficient and accurate disaster recovery plan, competently managed workflow and engaged with key stakeholders in to help optimise and offer improvements to processes.

Projects and duties undertaken as Technical Specialist entailed:

- Personally solved a long-term ongoing printer issues which had been flagged by senior management
- Implementation of Patching process and schedule using the BMC BladeLogic tool in order to maintain security compliance.
- DVSA infrastructure refresh
- Provided mentoring to graduates and off-shore team members prior to hand over
- OH Assist account migration to Node 4 and account decommission
- Offered continuous minor improvements to on-going patching process in order to reduce effort from time/cost perspectives through automating task and support ad-hoc auditing.
- Despatched offshore clients to Atos India

- Deployed security bulletins following the cyber attack on the NHS in 2017

Workflow Co-ordinator

July 2014 - January 2015

Workflow Co-ordinator responsible for dealing with incidents, problems and changes whilst maintaining and improving service level agreements through assigning workloads to engineers that are best equipped to deal with them and continuously improving the quality of information recorded within the Configuration Management Database to improve quality of reporting.

Further achievements and duties as Workflow Co-ordinator included:

- Driving efficiency of resolution by prioritising tickets per severity rating and SLA requirements
- Managing the rollout of a reporting tool to 600 users and providing operational support
- Identifying gaps in reporting and acting to resolve this by reaching out to key teams to help remediate through updating the database.

Tesco

July 2011 – October 2014

Stock Controller/Customer Assistant

Performed a multi-functional role within a Tesco Express store allowing me to be adaptable to wide range of working scenarios and provide an exceptional service for customers. The role initially began with serving customers at the checkouts and saw a natural progression in to performing other duties such as stock replenishment, warehouse management, stock record maintenance and waste management.

Projects and duties undertaken as Stock controller/Customer Assistant entailed:

- Played a key role in the opening of two new stores and the refresh project of the store I worked in.
- Co-ordinated weekly stocktakes for certain department in order to align both physical and computerised book stock records
- Performed daily investigations with regards to misaligned stock records in efforts to minimise shrinkage
- Adding change to tills from the safe as and when required and counting the money held in tills in order to match up with the computerised record and minimise cash loss.

Professional Development

- VMware Certified Professional 6 - Data Centre Virtualization (2017)
- Administering Windows Server 2012 (2016)
- Installing and Configuring Windows Server 2012 (2015)
- VMware Certified Professional 5 - Data Centre Virtualization (2015)
- Institute of Leadership and Management – Level 2 Leadership and Team Skills (2015)
- ITIL Foundations (2015)

Education and Qualifications

- Meng Electronics Engineering, Queen Mary, University of London (2012)
- Science and Engineering Foundation Programme, Queen Mary, University of London (2008)

Hobbies and Interests

Away from the IT world, I enjoy reading up on self-development, history, religion, politics, novels and am currently working on improving my Urdu and Arabic. I also have a keen interest in photography.

References are available upon request