



Nur Ariff Bin Zubaidi

L2 Engineer

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IT Support Specialist with 8 years of experience in system administration, troubleshooting, and infrastructure support. Currently transitioning to Cloud and DevOps, with practical hands-on experience in Docker containerization, CI/CD pipelines, and AWS cloud projects. Proficient in scripting and automation to streamline workflows and optimize cloud infrastructure performance. Demonstrated ability to collaborate with cross-functional teams and deliver scalable solutions. Actively seeking a DevOps role to leverage technical skills and contribute to efficient, reliable software delivery.

Work Experience

L2 Engineer

Aug 2023 - Present

Access World | Petaling Jaya

- Provide global IT support for hardware, software, and network issues, maintaining uptime for business-critical systems.
- Manage and resolve complex Level 2 ServiceNow tickets ensuring SLA compliance and efficient incident lifecycle management.
- Lead weekly Agile Scrum meetings to coordinate team efforts, prioritize tasks, and remove impediments, accelerating issue resolution by 20%.
- Collaborate closely with developers to design and improve ServiceNow workflows, forms, and catalogs tailored to evolving business needs, enhancing user experience and operational efficiency.
- Administer Active Directory user accounts, groups, and permissions, ensuring security policies and access controls are enforced.
- Oversee endpoint management tasks, including Windows 10 migrations, laptop reimaging, Intune enrollment, and user training sessions, boosting endpoint compliance by 30%.
- Coordinate with infrastructure and network teams on Intune rollout and asset lifecycle management projects, standardizing device security protocols across regions.
- Key Projects :
 - ServiceNow Global Implementation : Partnered with PMO and Strateq vendor to deploy ServiceNow ITSM platform across APAC, EMEA, Americas, and Africa; responsible for workflow design (RITM, SCTASK), user guides creation, global UAT, and training facilitation, achieving seamless go-live and post-launch hypercare support.
 - Global Intune Enrollment : Led initiative to standardize device compliance policies worldwide, improving endpoint security and simplifying IT control through automation.

IT Support Executive

Jul 2022 - Jul 2023

FPSO Ventures Sdn Bhd | Kuala Lumpur

- Delivered comprehensive IT support to FPSO employees on offshore/onshore vessels (KIKEH, BUNGA KERTAS, DULANG, MAMPU, FLNG1, PUTERI), ensuring network connectivity and security in challenging environments.
- Configured and troubleshoot Aruba and Ubiquity wireless networks, Sophos firewalls, and VSAT satellite systems to guarantee high availability and security standards.
- Worked collaboratively with NOC teams to maintain continuous network uptime, rapidly escalating and resolving critical issues to minimize downtime.

- Administered endpoint security solutions including Kaspersky Endpoint Security 13, ensuring proactive threat detection and mitigation.
- Managed procurement and lifecycle of IT hardware and software licenses, ensuring compliance and operational readiness.
- Maintained Office 365 tenant administration, Active Directory user lifecycle, and Windows Server 2012 environment, ensuring smooth user access and license renewals.
- Configured Sophos VPN clients and monitored data center infrastructure including power, cooling, and security systems, maintaining stable operational conditions.
- Executed daily backups and recovery drills using Acronis, Veeam, and Cobian Backup, ensuring data integrity and disaster recovery readiness.
- Performed preventive maintenance and troubleshooting on desktops, laptops, and servers, resulting in a 15% reduction in recurring hardware issues.

System Engineer

Aug 2021 - Nov 2021

Tata Consultancy Services | Kuala Lumpur

- Delivered IT support services to Manulife employees across the APAC region, resolving hardware issues.

IT Field Engineer

Nov 2017 - Jul 2021

NTT Data Services | Cyberjaya

- Provided desktop and laptop support for 300+ users, diagnosing and resolving hardware, software, and network issues efficiently.
- Managed Active Directory and Group Policy Objects (GPO) for user access, group management, and security compliance within Windows Server 2019 environments.
- Configured and maintained Cisco network devices including switches, VLANs, DHCP, and trunking to ensure secure and optimized connectivity.
- Performed remote troubleshooting, system migrations, and workstation imaging to support IT operational continuity.
- Conducted IT training sessions for end-users to improve adoption and reduce helpdesk calls.
- Managed IT inventory, hardware procurement, and replacement schedules, improving asset tracking and budgeting accuracy.

IT Helpdesk

Oct 2016 - Jun 2017

Hewlett Packard Enterprise | Cyberjaya

- Delivered first-line support to global Ericsson users across APAC, EMEA, and AMAC, handling hardware, software, and network issues in a 24/7 environment.
- Utilized BMC Remedy and Smart SMP ticketing systems to log, track, and resolve user issues with high efficiency.
- Managed Active Directory accounts and group policies to maintain user access and compliance.
- Provided clear technical communication to non-technical users, improving user satisfaction and issue resolution times.
- Supported software installation, hardware setup, and remote troubleshooting, ensuring minimal downtime.

Education

Universiti Tenaga Nasional

Bachelor in Information Technology

Languages

Malay, English