

ARIF ZUHAILY BIN RAMLAN

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Motivated Bachelor of Computer Science (Hons.) Computer Networks graduate with hands-on experience in IT support, network troubleshooting, and cybersecurity. Skilled in resolving technical issues, optimizing systems, and implementing security measures. Eager to apply my expertise to support organizational growth and enhance IT operations.

WORK EXPERIENCE

Beyond2u Sdn Bhd - System Engineer Intern

Oct 2024 - Jan 2025

- Provided onsite IT support and troubleshooting for end-users at Bank Negara Malaysia, ensuring smooth IT operations in a highly secure banking environment.
- Assisted in configuring and setting up hardware and software for bank employees, ensuring proper system functionality and security compliance.
- Monitored and ensured Service Level Agreement (SLA) compliance, resolving critical issues within required timeframes.
- Assisted in network infrastructure maintenance, including configuration and security monitoring of workstations, and network devices.

Sept 2021 - Feb 2022

Hospital Canselor Tuanku Muhriz UKM - IT Support intern

- Provided technical support and troubleshooting for hardware, software, and network issues.
 - Assisted hospital staff with IT-related inquiries and resolved technical problems promptly.
 - Conducted regular system updates and security patches to maintain data integrity and protection.
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EDUCATION

Bachelor of Computer Science (Hons.) Computer Networks

Oct 2022 - Jan 2025

Universiti Teknologi MARA (UiTM) Shah Alam

CGPA : 3.13

Diploma in Computer Science

July 2019 - Feb 2022

Universiti Teknologi MARA (UiTM) Pahang, Raub

CGPA : 3.53

CERTIFICATIONS

- CCNAv7: Switching, Routing, and Wireless Essentials (Sept 2023)
- CCNAv7: Enterprise Networking, Security, and Automation (May 2024)
- CCNP Enterprise: Advance Routing (Oct 2024)
- CCNA: Introduction to IoT (July 2023)
- CCNA: CyberOps Associate (Oct 2024)

KEY SKILLS

- Network Architecture and Design
- Protocol Analysis and Optimization
- Technical Support and Problem Resolution
- Incident Management & SLA Compliance
- Report Writing and Documentation
- Communication and Teamwork
- Troubleshooting

LANGUAGES

Malay

Native or Bilingual Proficiency

English

Professional Working Proficiency

PROJECTS & ACTIVITIES

Final Year Project:

Implementation of SSH Honeypots for Cybersecurity Monitoring

- Designed and deployed SSH honeypots to track and analyze malicious activity in a controlled environment.
- Documented findings and provided recommendations for enhancing network security.

Volunteer Activities:

- Volunteered for a Cybersecurity Exhibition Day at SMK Seksyen 18, Shah Alam (2023).
- Exhibitor for Service Learning Malaysia SULAM at Padang Jawa, Shah alam (2024).