



Md Arafat

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About me

IT Support Specialist with strong skills in Data Analysis, Cybersecurity, System Support, and Technical Troubleshooting. Experienced with Windows, Microsoft 365, Active Directory, Entra ID, Intune, Google Workspace, Linux, networking, and cybersecurity. I also have skills in data cleaning, analysis, reporting, and visualization. I am a reliable, fast-learning, and solution-oriented professional who enjoys solving technical problems. I am currently looking for remote opportunities in IT Support, Data Analysis, Cybersecurity, Technical Support, or related IT roles.

Work experience

IT Support Specialist / | Genuity Systems Limited | 01/01/2025 - 27/12/2025 | Dhaka , Bangladesh

Provided IT support and technical troubleshooting for end users.

Installed, configured and maintained Windows workstations, software and user accounts.

Supported Microsoft 365, Active Directory, Entra ID and Google Workspace.

Troubleshot hardware, software, printers, email, Wi-Fi and network connectivity issues.

Assisted with Windows Server, virtual machines, Group Policy and print server administration.

Monitored systems and performed backup verification.

Supported cybersecurity tasks, including access control and password policies.

Provided remote technical support using TeamViewer and Remote Desktop.

Documented technical issues, solutions, and support activities.

Digital media designer | Alibaba Group | 01/02/2020 - 01/01/2023 | Guangzhou, China

Supported e-commerce and digital operations, including online product listings, product information updates, digital content management, and online marketing activities. Assisted with customer inquiries and basic technical support for digital platforms. Maintained accurate online data and supported day-to-day e-commerce operations.

Data Support Assistant | NTT DATA Asia Pacific | 01/01/2025 - 01/01/2026 | Itanagar, Arunachal Pradesh, Bangladesh

Worked remotely as a Data Support Assistant, providing IT and data support to users. Assisted with data management, data entry, updating and maintaining digital records, and resolving basic technical issues. Supported users with software and system-related problems, maintained accurate information, and handled day-to-day IT support tasks. Communicated with team members remotely and ensured tasks were completed accurately and on time.

Education & Training

Vocational degree in Information and Communication Technology | Helsinki Business College | 09/01/2025 - 31/05/2026 | Helsinki, Finland

Level in EQF: 5 | Website: <https://www.bc.fi>

Bachelor of Business Administration | Manarat International University | 01/01/2019 - 01/12/2023 | Dhaka, Bangladesh

Website: <https://manarat.ac.bd/>

Bangladesh Technical Education Board (BTEB) | Provides various IT training, including MS Office and Excel. | 10/01/2021 - 02/12/2022 | Dhaka, Bangladesh

Diploma in Information Technology | Dhaka Polytechnic Institute | 01/01/2019 - 31/12/2021 | Dhaka, Bangladesh

Level in EQF: 5

Introduction to Cybersecurity | Cisco Networking Academy | 01/01/2025 - 31/07/2026 | Helsinki , Finland

Level in EQF: 4

Driving Licence _____

Driving licence A

Driving licence B1

Driving licence B

Language Skills _____

Mother tongue(s): **Bangali**

	Understanding		Speaking		Writing
	Listening	Reading	Spoken production	Spoken interaction	
English	C2	B2	B2	B2	B2
Finnish	A2	A2	A2	A1	A2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user