

Arafat Sulaiman Nawanda

IT Support Engineer | L1 Helpdesk

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PROFILE

Customer-focused IT support professional ready to serve as the first point of contact for end-users, certified in ITIL 4 Foundation, CompTIA A+, and Google IT Support. Hands-on with logging, categorizing, and prioritizing incidents and service requests, supporting Windows and Microsoft 365 (Outlook, Teams, OneDrive, SharePoint), and handling password resets and account provisioning. Four years in fast-paced, customer-facing hospitality add calm, methodical troubleshooting, clear communication with non-technical users, and a record of high user satisfaction — eager to deliver L1 support that keeps people and systems running while retaining ownership until resolution.

CERTIFICATIONS

ITIL 4 Foundation · CompTIA A+ · Google IT Support Professional Certificate

TECHNICAL SKILLS

IT Service Management: ITIL-aligned incident, problem, and service request management; ticketing, SLAs, prioritization, and escalation

Microsoft 365: Outlook, Teams, OneDrive, and SharePoint support; account provisioning, password resets, and access management

Troubleshooting: Windows OS, hardware diagnostics and repair, printers, peripherals, software, and imaging

Networking: TCP/IP, Wi-Fi, routers, and basic configuration and connectivity

Tools & Documentation: ITSM ticketing systems, Google Workspace, remote support; knowledge-base articles and user onboarding

Service & Compliance: Customer service, clear communication, IT policy adherence, and security standards

EXPERIENCE

IT Intern — DAMAC Properties

6 months · Dubai, UAE

- Acted as first line of support — logging, categorizing, and prioritizing hardware, software, and account incidents and service requests for timely resolution or escalation.
- Provisioned user accounts and set up and configured workstations and peripherals for new and existing employees.
- Troubleshot Windows, Microsoft 365, printer, and network-connectivity issues, escalating complex cases to senior staff while maintaining ownership until resolved.
- Documented fixes into a reusable knowledge base, supporting consistent, SLA-aligned service and faster resolution of recurring issues.

Senior Barista — Mihbash Cafe

2025 – Present · Dubai, UAE

- Resolve customer and equipment issues on the spot in a fast-paced environment, managing multiple tasks while balancing speed and quality at peak.
- Diagnose and troubleshoot espresso and grinding equipment faults to minimise downtime, applying methodical, root-cause problem-solving.
- Lead front-of-house operations and mentor junior staff, setting service standards and sustaining high user satisfaction.

Barista / Customer Service — Mantra Cafe

2023 – 2025 · Dubai, UAE

- Delivered fast, friendly service and handled customer complaints calmly, turning problems into positive outcomes and repeat visits.
- Operated POS and cash systems accurately, troubleshooting transaction and device issues as they arose.

IT PROJECTS

- Help desk simulation** — worked through ticketing, user account management, and troubleshooting scenarios as part of the Google IT Support certificate.
- Personal brand & portfolio site** — built and deployed a responsive single-page site (HTML/CSS) to Netlify with live contact links and a hosted CV.
- PC build & OS setup** — assembled and configured a working machine; installed and optimised the OS, drivers, and core software from scratch.
- Home network configuration** — set up a router, secured Wi-Fi, and practised TCP/IP troubleshooting and device management.

EDUCATION

Diploma in Information Technology

LANGUAGES & STRENGTHS

English — fluent · Arabic — beginner (supporting diverse end-users). Problem-solving · adaptability · teamwork · working under pressure.